Shipping API Management User Guide

27th July 2014 Version 1.2

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Using the GUI (Screen) Interface for API Shipping

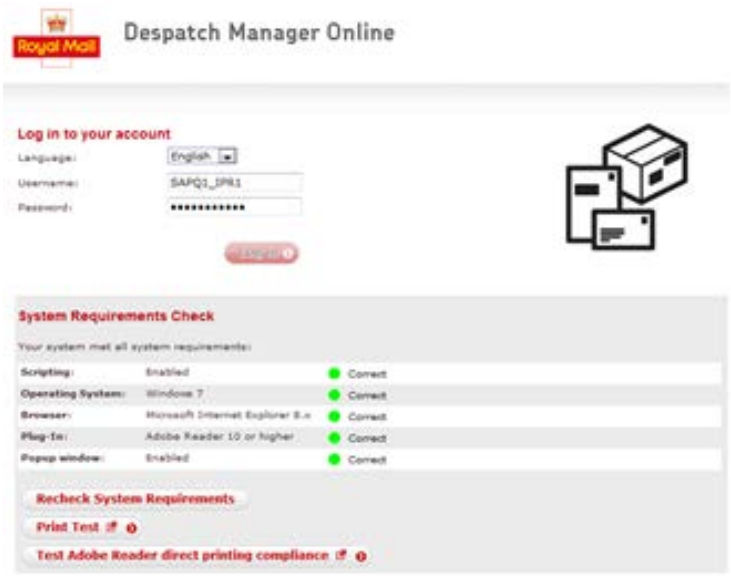
This document will give you a quick start guide on the accessibility of information screens to assist the SAPI User from viewing a shipment raised through the Shipping API to creating and running shipment reports, to the admin utilities that are available (for users wishing to integrate with the Shipping API - please refer to the Shipping API Business Guide and Shipping API Technical User Guide). This document covers the API raised shipments once the API request has been sucessfully made and the shipment(s) has arrived in the user interface.

The user Interface is a sub option of the Royal Mail Despatch Manager Online system allowing the user acess to reports and other management tools.

The aim of this document is to provide user training for a shipper.

Where to Start...

- Log onto: https://app.rmdmo.royalmail.com
- Enter your Shipping API user ID.
- Enter your password.
- Click on the Log in button to take you into the system



NOTE

- Usernames and Passwords are case sensitive and must include the following criteria:
- Password must contain at least 1 uppercase letter
- Password must contain at least 8 characters
- Password must contain at least 1 numeric number
- Password must contain at least one 'Special Character' ~,! , @, #, $, %, &, *
- Usernames must be longer than 4 characters

Note: There is a systems requirement check to make sure that your PC is up-to-date. This will instruct you as to the corrective action to take if the PC is found not to be ready to use.
The green dot identifies that your PC software is good to use.
The amber dot means it can be used but is not the most appropriate software available.

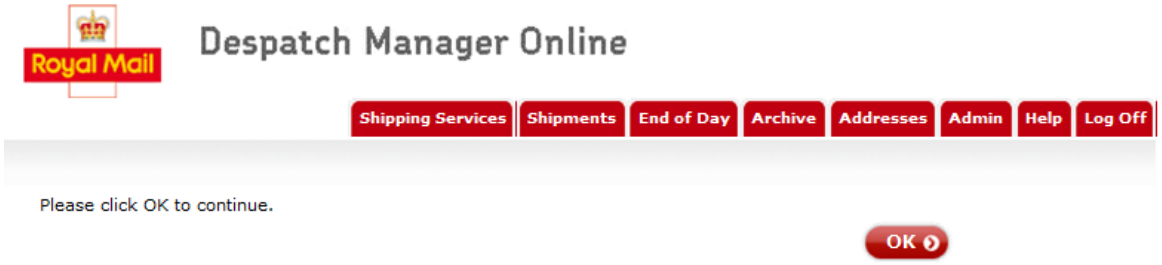
The red dot informs you that you may need to upgrade to make full use of the user interface features.

The Shipping System for API Users

The system is a web based application that uses an internet browser on a PC and therefore has no software loaded locally.

Welcome Page

Once you have logged into the Shipping system Despatch Manager Online (DMO), you will be presented with the'Welcome Page' (image below). This page will display important messages regarding the use of Despatch Manager Online, system maintenance, system changes and operational updates.

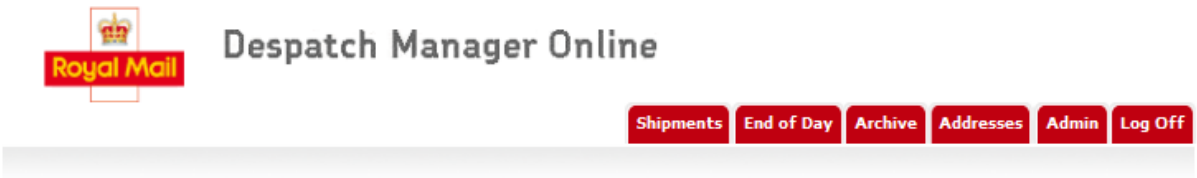


System Map

Below is a diagram showing all the available screens and high level navigation of the Shipping API Management system for the API user logging in through the Graphics User Interface (GUI).

The Menus

A roll over menu allows you to browse the different screens of the application.



To access a screen, put your mouse over the menu title then click on the screen you want to access.

Shipments: The shipments button displays the Current Shipments table. These are shipments that will be manifested by the End-of-Day process. Shipments can be viewed, cancelled, or searched for.

EOD: The EOD button stands for END-OF-DAY process. From this menu option a Customer Collection Receipt can be printed, reprinted and resent.

Archive: The archive contains all the shipments that have been successfully manifested on a 13 month rolling basis. From this screen shipments can be searched for and viewed on screen. Information from this table can be searched for through the criteria options and a filtered table presented on-screen. This data can then be exported after running the End of Day Process, by using the CSV export button, for reporting purposes.

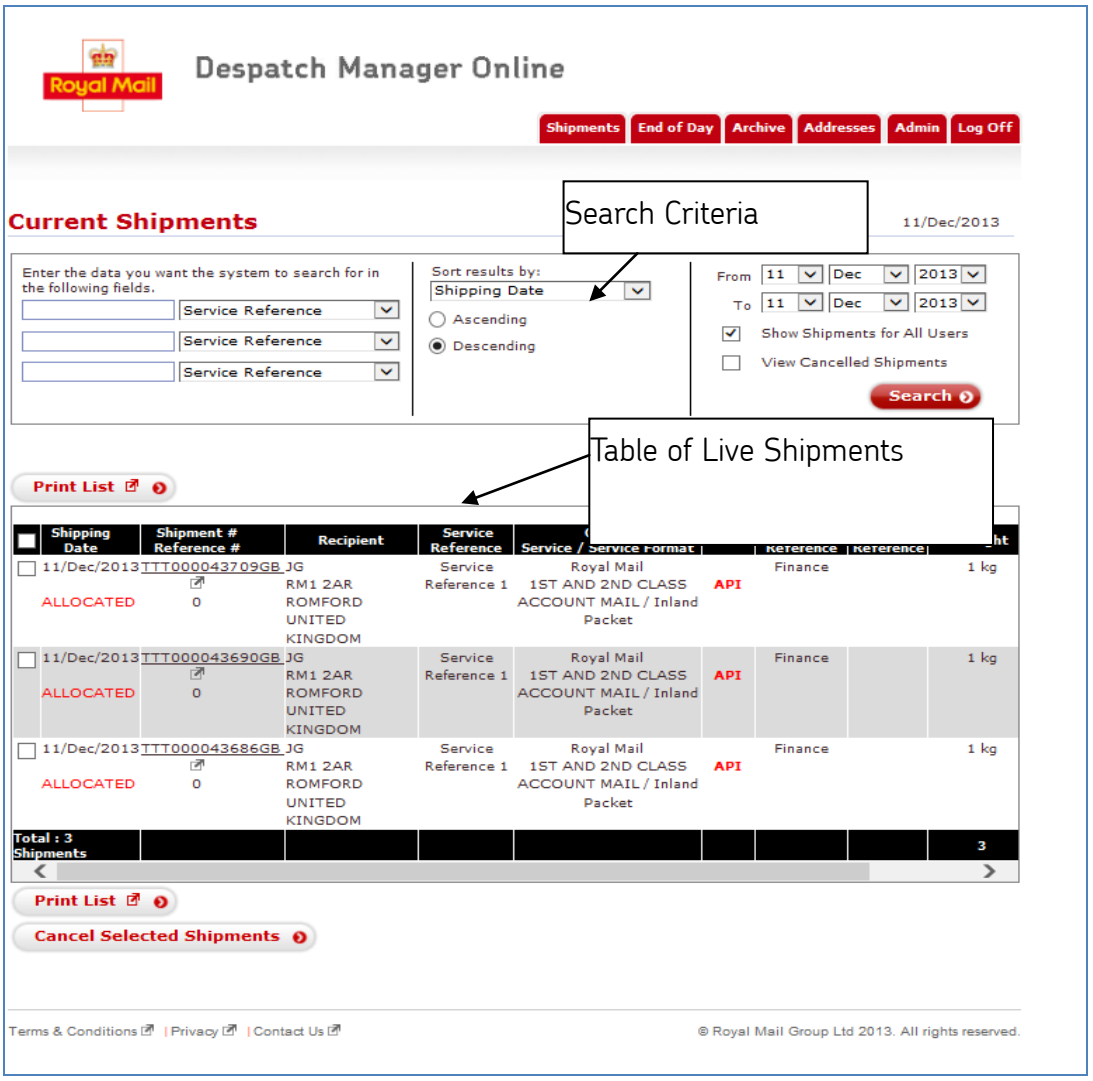
Addresses: This button presents the address book maintenance screen for the shipping station. The main options of this screen include; Manage Addresses, Export address books, add, remove, modify or delete address. These screens are provided for possible future upgrades of Shipping API and are not intended for the current Shipping API system.

Admin: The Admin menu provides a user the ability to view their 'My Profile' page, Printer settings, System requirements, View Service References, View Departmental References, Return to Sender Address and the Business Response Address.

Log Off: Takes the user back to the username and password screen.

Current API Shipments

All the shipments created through the API will be listed in this table ready for processing into the end-of-day collection Customer Collection Receipt. This screen is split into two parts: the search criteria and the table of live shipments:



View Current Shipments – Search Options

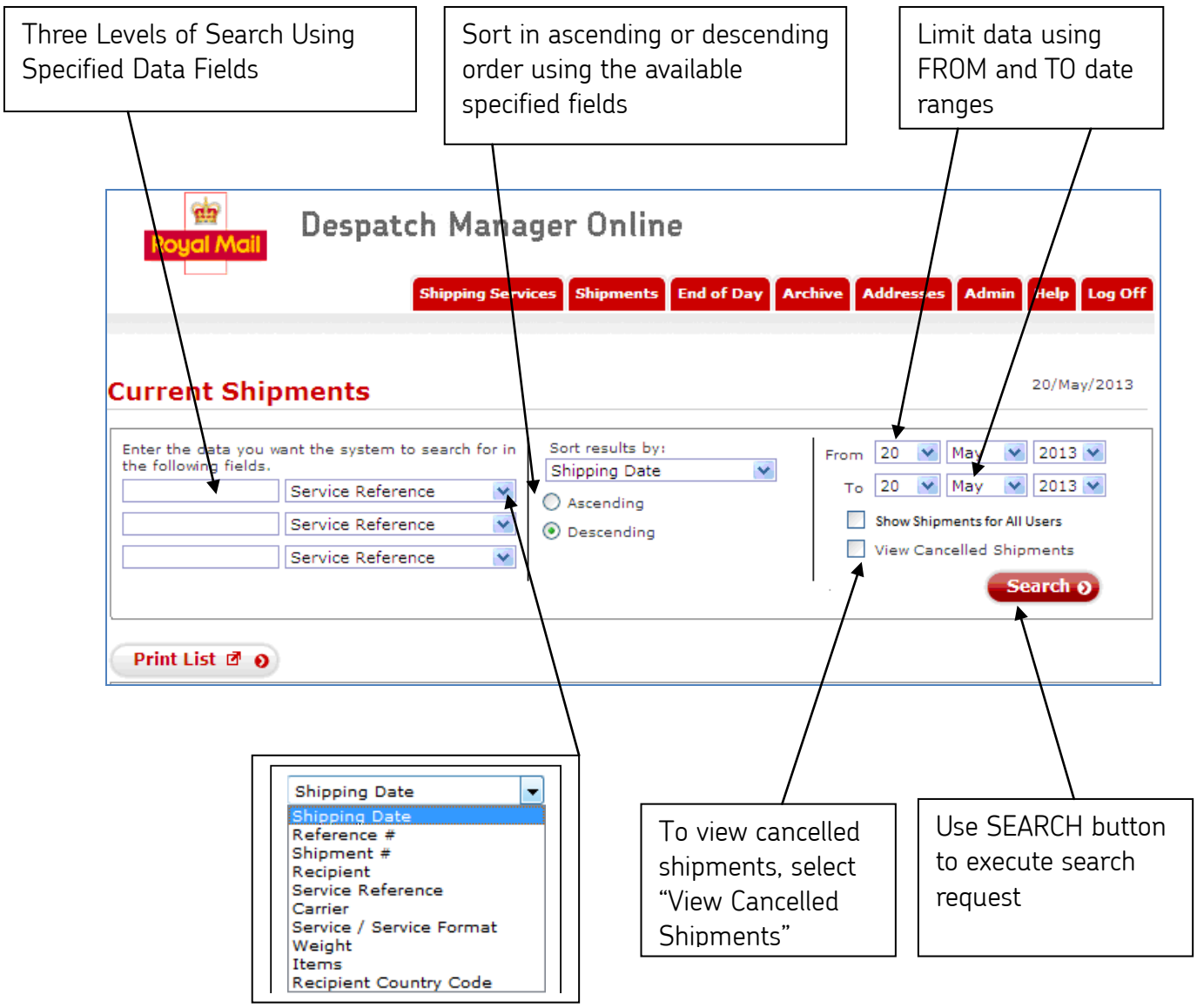
To access the list of your shipments, go to the Shipments menu and click on current shipments as shown above. A set of criteria allows searches for one or several shipments. The criteria act as a filter to facilitate the display only the shipments required. There are three search categories available:

- Three levels of search criteria using specified data fields

- A sort facility to put the shipments in ascending or descending order
- A date range facility

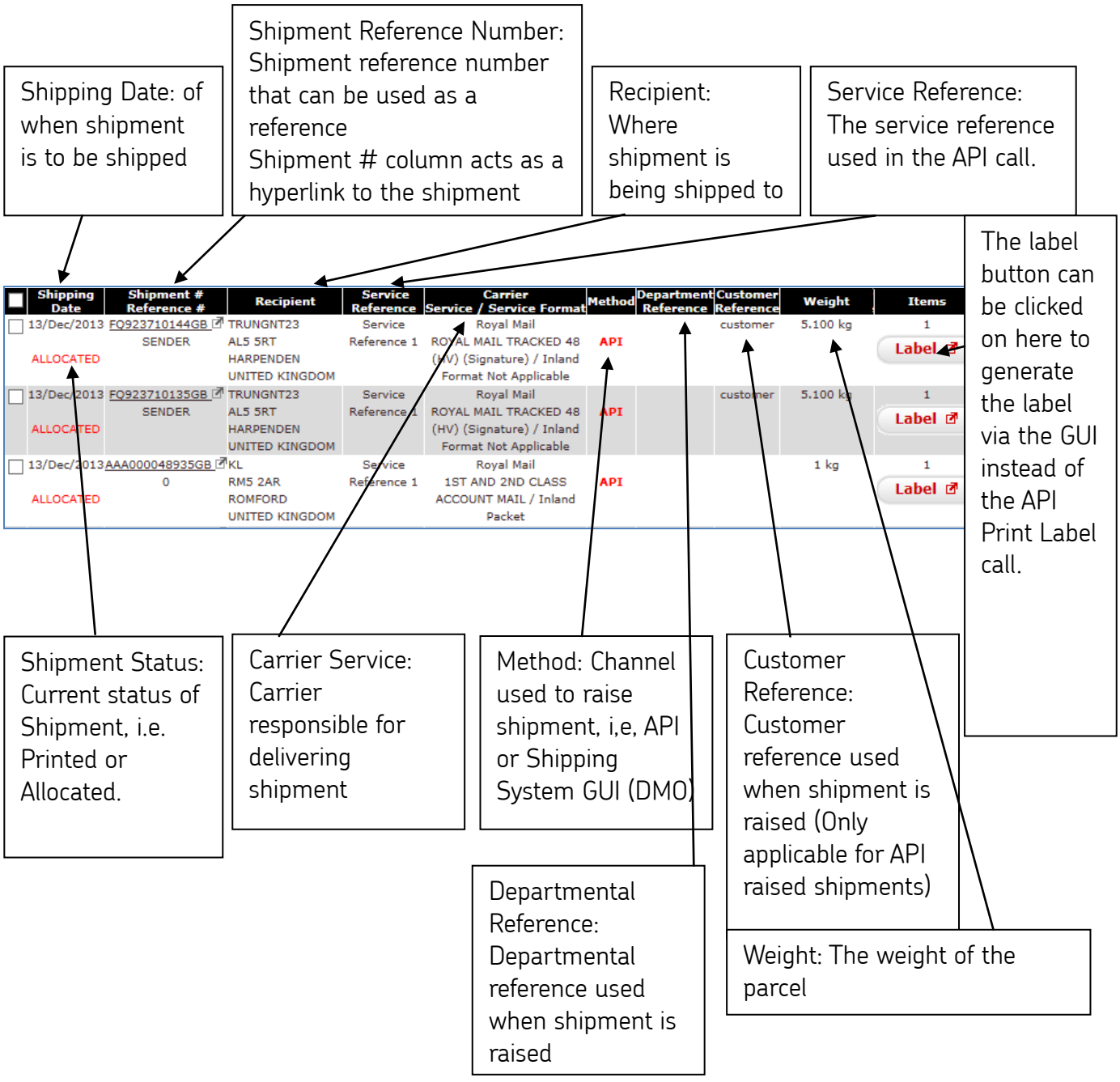
There are also the following filter selections:

- Show Shipments for All Users (If User has permission granted by the Master DMO User)
- View Cancelled Shipments



Shipping API- Current Shipments Table

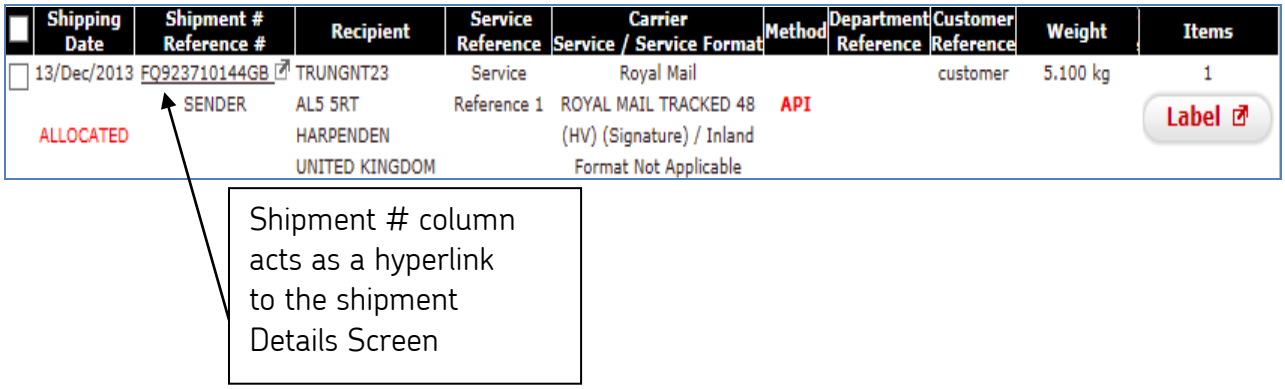
The fields available to view in the Current Shipments table are as follows:

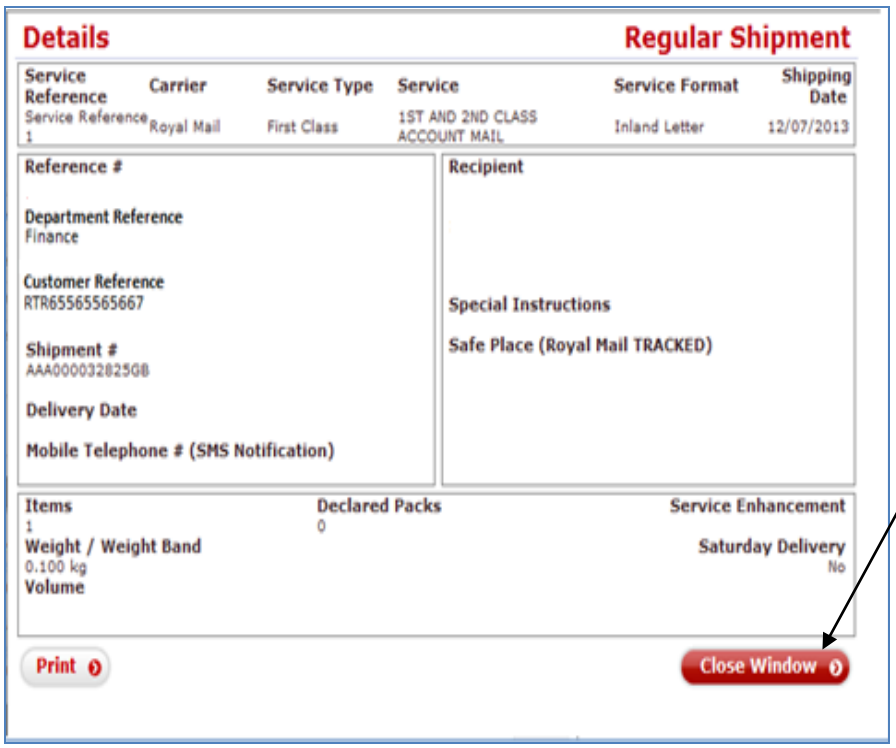

Shipping Date: of when shipment is to be shipped
Shipment Reference Number: Shipment reference number that can be used as a reference
Shipment # column acts as a hyperlink to the shipment
Recipient: Where shipment is being shipped to
Service Reference: The service reference used in the API call.
The label button can be clicked on here to generate the label via the GUI instead of the API Print Label call.
Shipping Date
Shipment # Reference #
Recipient
Service Reference
Carrier Service / Service Format
Method
Department Reference
Customer Reference
Weight
Items
13/Dec/2013 ALLOCATED
FQ923710144GB SENDER
TRUNGNT23 AL5 5RT HARPENDEN UNITED KINGDOM
Service Reference 1
Royal Mail ROYAL MAIL TRACKED 48 (HV) (Signature) / Inland Format Not Applicable
API
customer
5.100 kg
1
Label
13/Dec/2013 ALLOCATED
FQ923710135GB SENDER
TRUNGNT23 AL5 5RT HARPENDEN UNITED KINGDOM
Service Reference 1
Royal Mail ROYAL MAIL TRACKED 48 (HV) (Signature) / Inland Format Not Applicable
API
customer
5.100 kg
1
Label
13/Dec/2013 ALLOCATED
AAA000048935GB 0
KL RM5 2AR ROMFORD UNITED KINGDOM
Service Reference 1
Royal Mail 1ST AND 2ND CLASS ACCOUNT MAIL / Inland Packet
API
1 kg
1
Label
Shipment Status: Current status of Shipment, i.e. Printed or Allocated.
Carrier Service: Carrier responsible for delivering shipment
Method: Channel used to raise shipment, i,e, API or Shipping System GUI (DMO)
Customer Reference: Customer reference used when shipment is raised (Only applicable for API raised shipments)
Departmental Reference: Departmental reference used when shipment is raised
Weight: The weight of the parcel

The table below contains the fields that are displayed in the Current Shipments table.

Current Shipments Table	API Field Only
Shipment Reference	No
Recipient	No
Service Reference	No
Carrier Service/Service Format	No
Method	N/A
Department Reference	No
Customer Reference	Yes
Weight	No
Items	No
Shipment Date	No

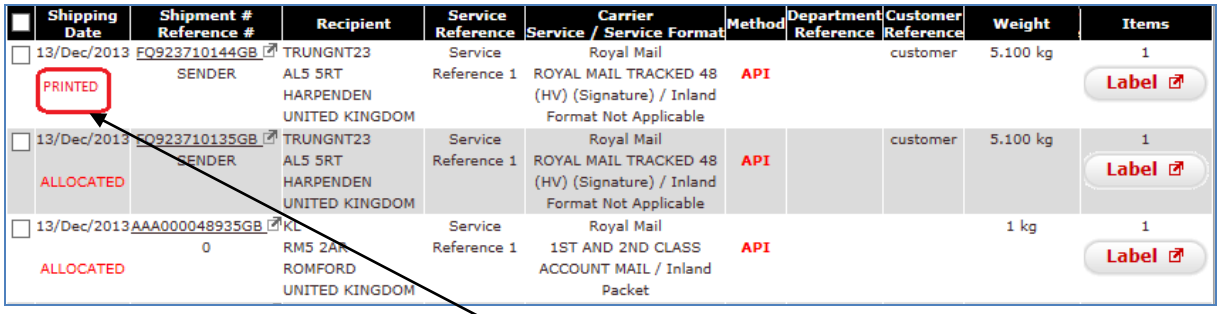
View Shipment Pop-Up Detail





Closing Window button returns user to Current Shipments page

Update a Shipment API Call and status change on Current Shipment screen



Shipping Date	Shipment # Reference #	Recipient	Service Reference	Carrier Service / Service Format	Method	Department Reference	Customer Reference	Weight	Items
13/Dec/2013 PRINTED	FQ923710144GB SENDER	TRUNGNT23 AL5 5RT HARPENDEN UNITED KINGDOM	Service Reference 1	Royal Mail ROYAL MAIL TRACKED 48 (HV) (Signature) / Inland Format Not Applicable	API		customer	5.100 kg	1 Label
13/Dec/2013 ALLOCATED	FQ923710135GB SENDER	TRUNGNT23 AL5 5RT HARPENDEN UNITED KINGDOM	Service Reference 1	Royal Mail ROYAL MAIL TRACKED 48 (HV) (Signature) / Inland Format Not Applicable	API		customer	5.100 kg	1 Label
13/Dec/2013 ALLOCATED	AAA000048935GB 0	KL RM5 2AR ROMFORD UNITED KINGDOM	Service Reference 1	Royal Mail 1ST AND 2ND CLASS ACCOUNT MAIL / Inland Packet	API			1 kg	1 Label

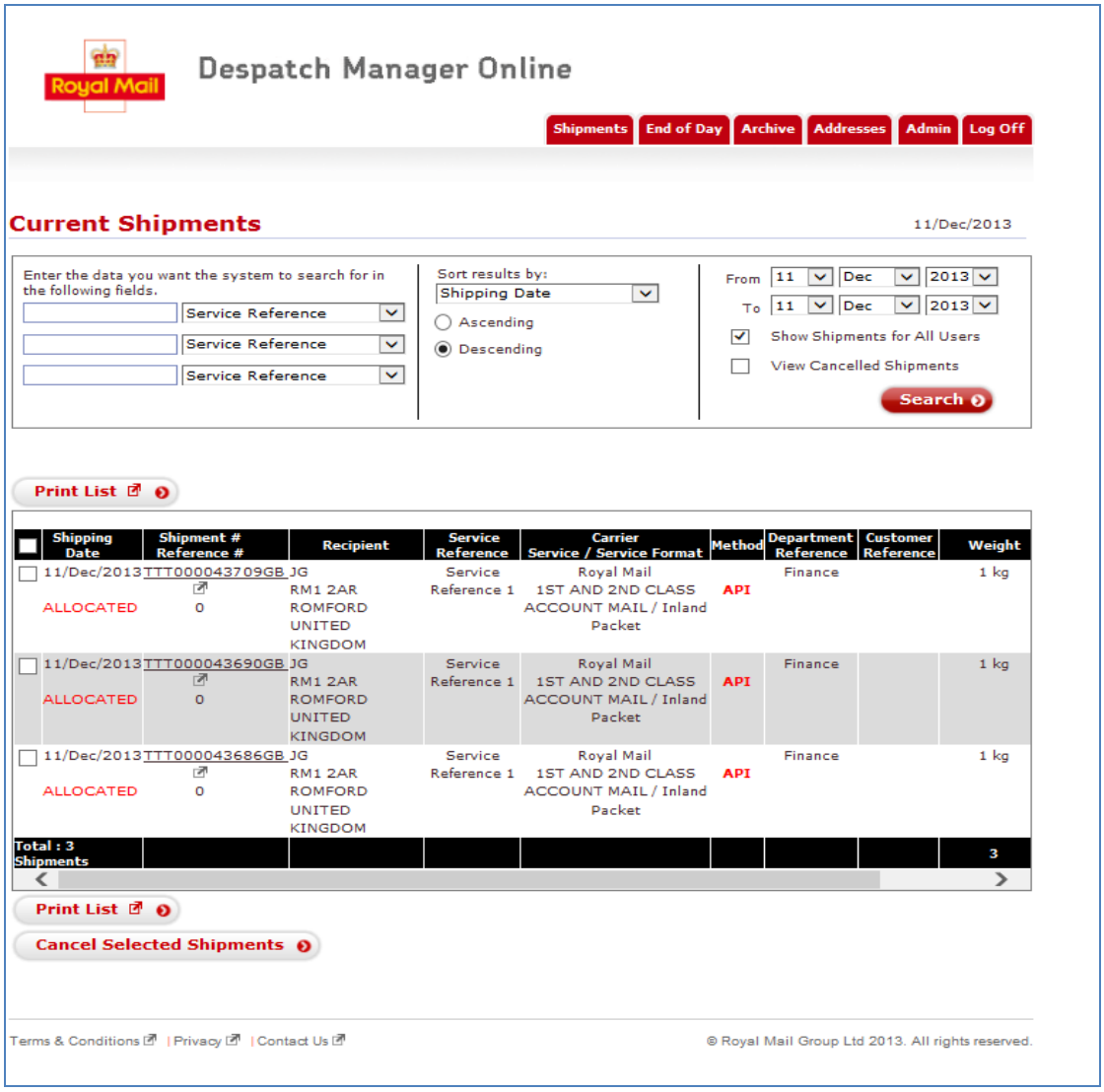
A modification cannot be made through the GUI to a shipment that was raised via the API, however the label can be printed using the 'Print Label' request via the Shipping API channel (Refer to the Shipping API Technical User Guide). The status of a shipment will then change from 'ALLOCATED' to 'PRINTED' in the Shipping Date column once the screen is refreshed.

If an update is made to a shipment using the Update Shipment API call, the updated shipment will use the existing Shipment Reference number and the updated Shipment details will appear on the Shipment screen.

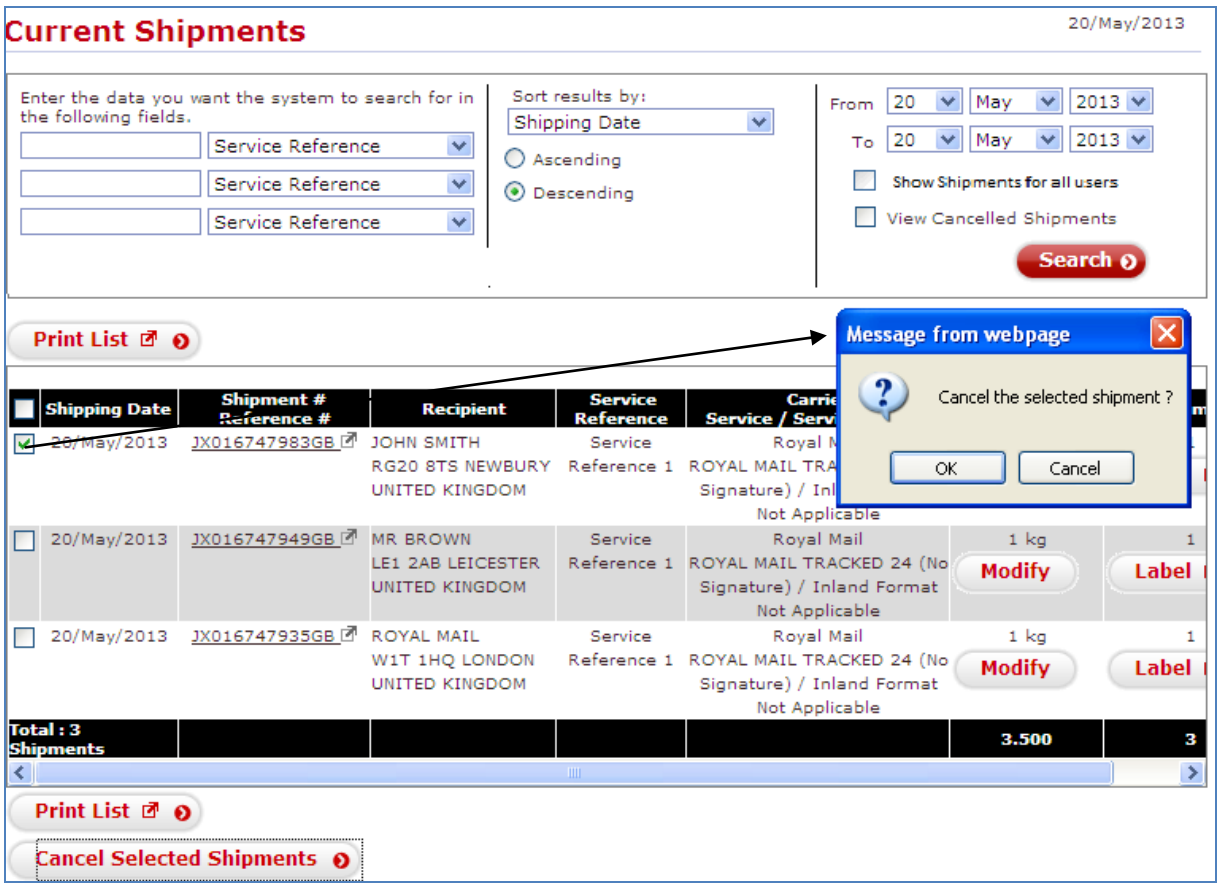
Contained in the table below is a list of SAPI statuses that are partly relevant in the GUI.

SHIPMENT STATUS	GUI VISIBLE
Allocated	Yes - Current Shipments
Printed	Yes – Current Shipments
Manifested	No - Not Visible
Manifest Printed	No – Not Visible
Cancelled Shipment	Yes – Archived Shipments Yes - Current Shipments

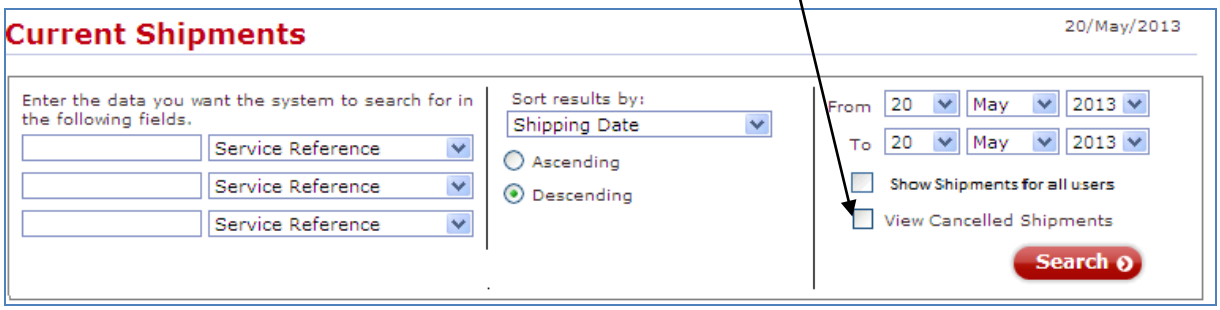
Cancel Shipping API Shipments



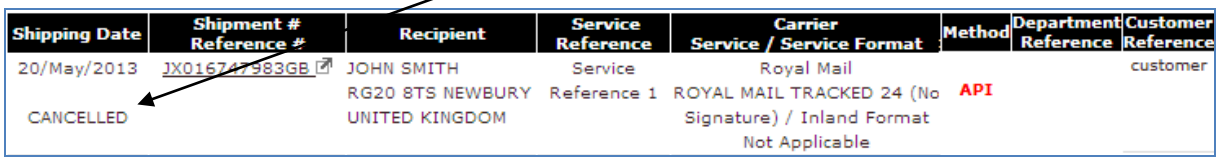
To cancel one or several shipments, check the box right next to a selected shipment as shown above and then click on the Cancel Selected Shipments button. A warning message to confirm cancellation is displayed as shown below. Click on OK to process cancellation. Note that the shipment will be cancelled but not deleted from the system in order to provide historical traceability via your archived shipments.



Cancelled shipments can be viewed by checking the View Cancelled Shipments box on the Current Shipments page:



Cancelled shipments will be labelled with the word CANCELLED on the list of live shipments. No label reprint will be available for shipments that have been cancelled.

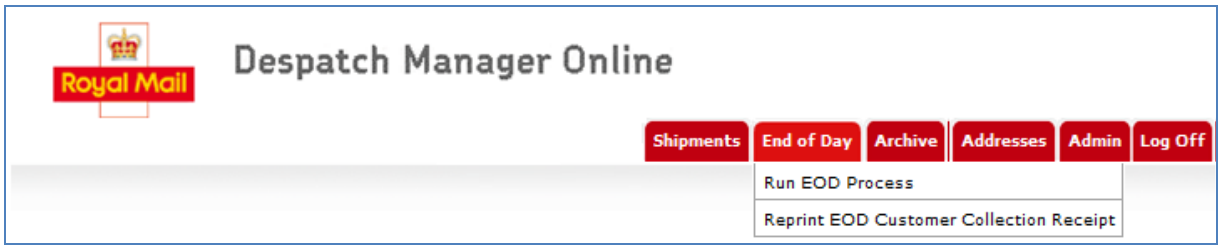


End of Day ‘EOD’ Process

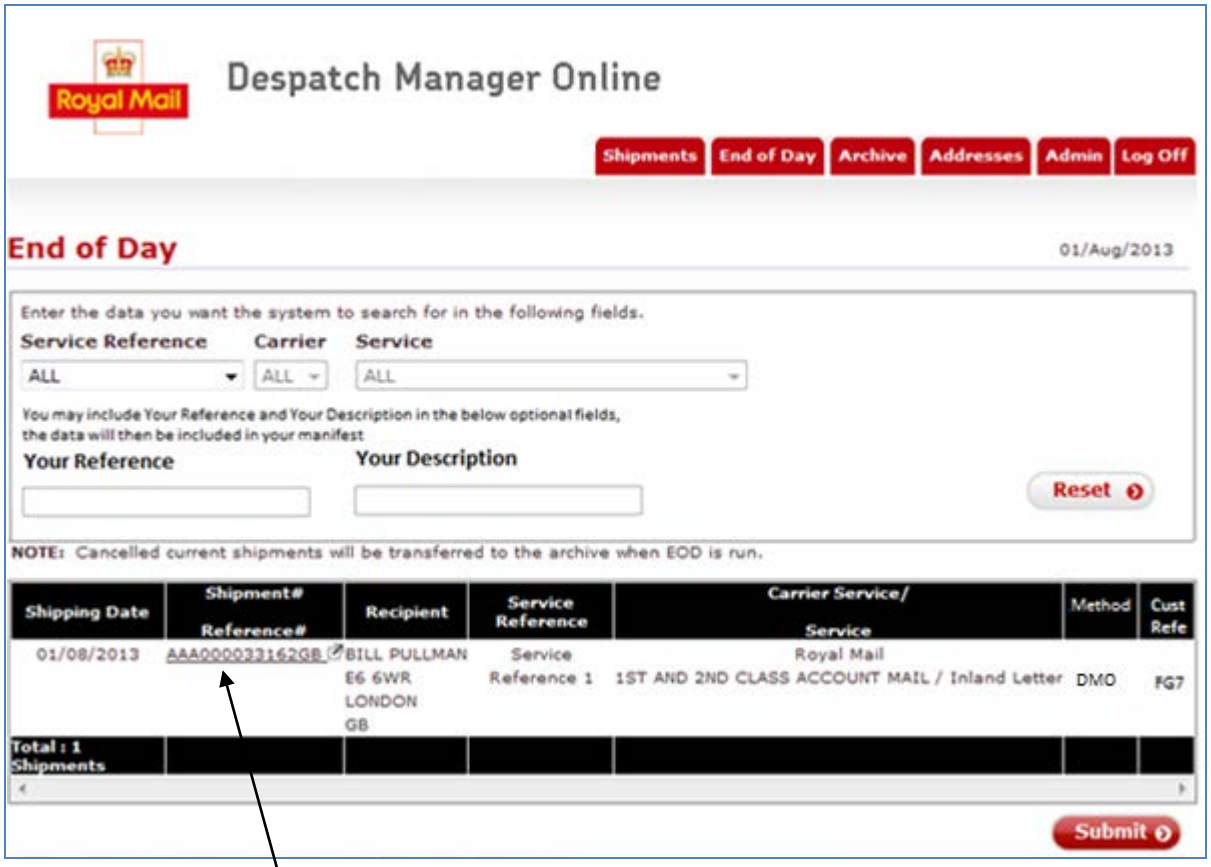
Running End of Day Process

From the EOD menu option, a user can run EOD or reprint EOD Customer Collection Receipt. This is applicable for the API users own shipments and also the Master Shipper will be able to run the EOD shipments for the API shipper from the GUI.

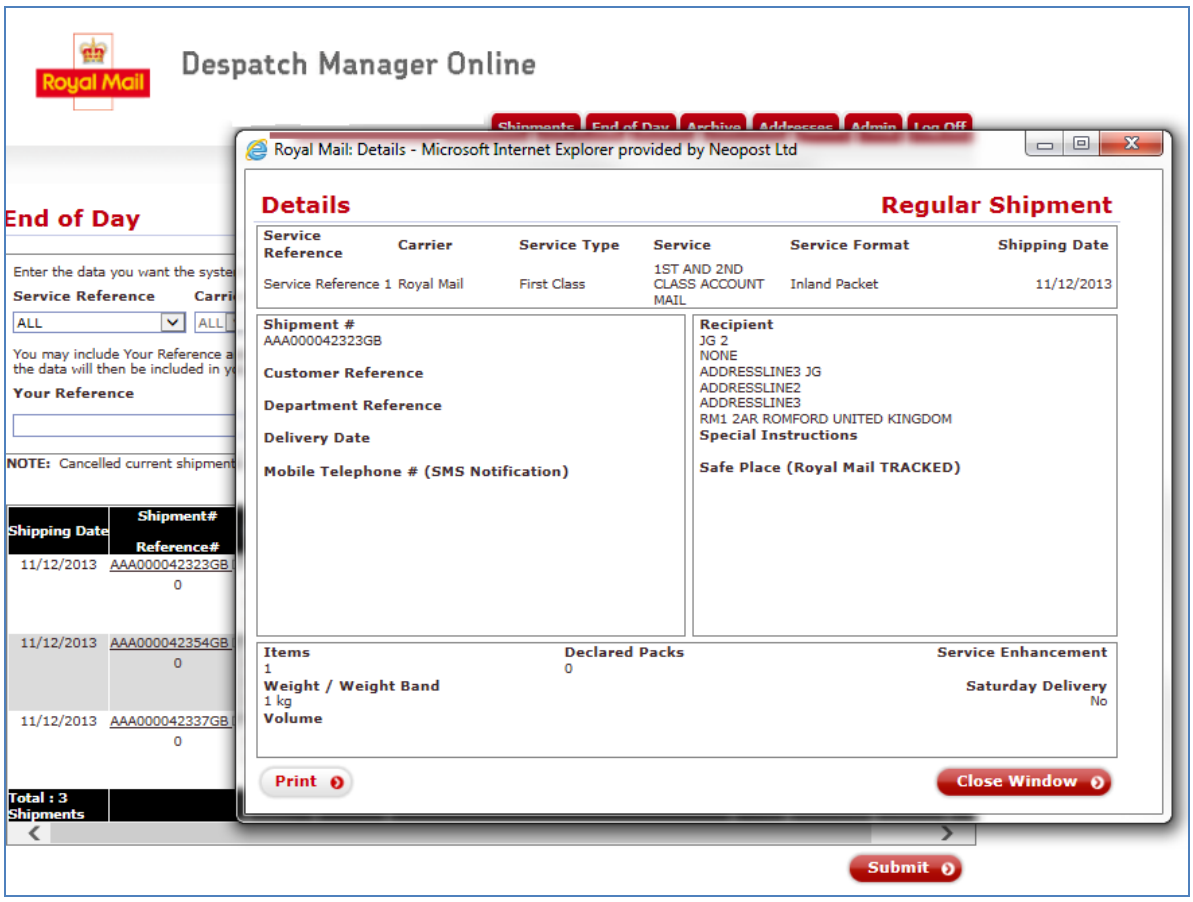
An API shipper will only see their API shipments on the EOD screen, however a Master Shipper if logged in will need to select the ‘show shipments for all users’ checkbox to see all shipments for the shipping account including the API shipper’s shipments.



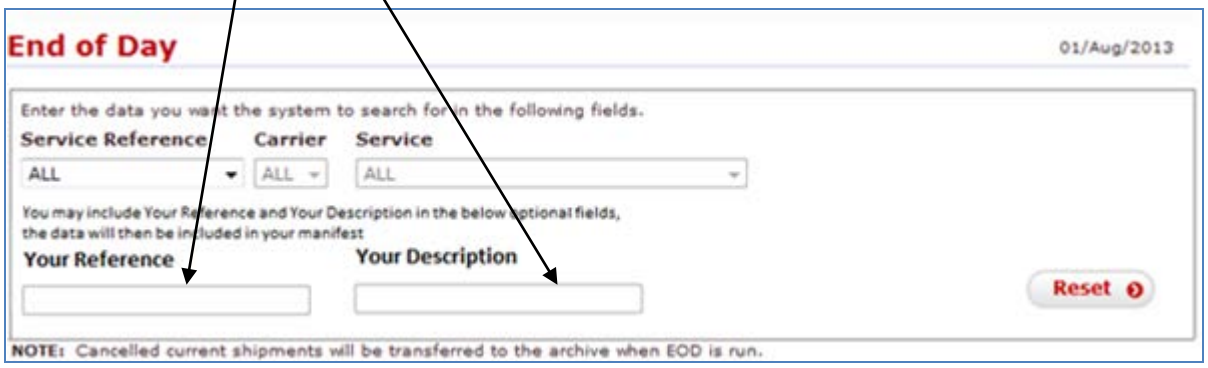
Selecting the Run EOD Process menu option takes you straight to the End of Day screen below:



Details of the shipment can still be viewed on the End of Day screen by applying the Shipment Number hyperlink under the Shipment # column. Details are shown over the page.

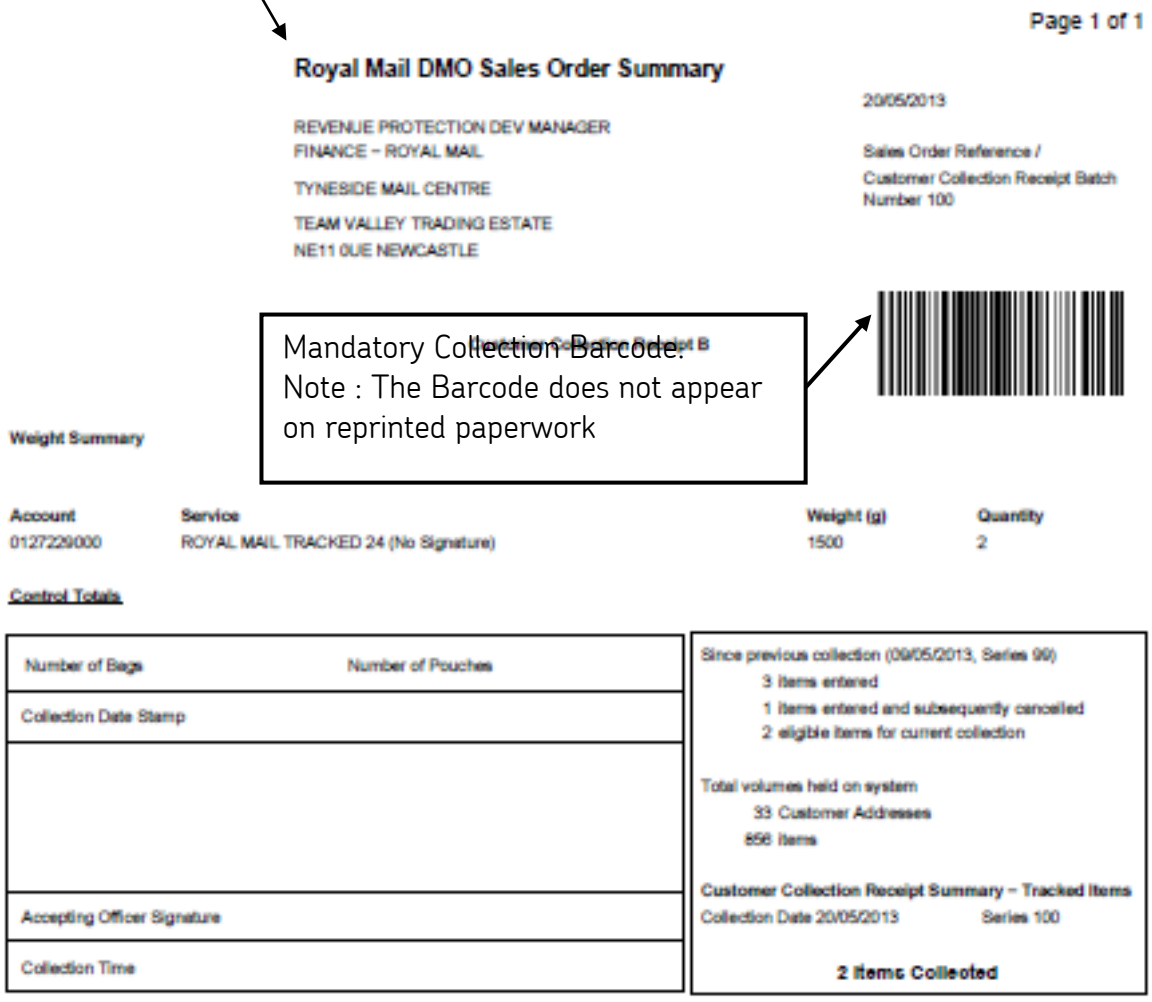


A user can enter a reference (Your Reference, identical to the OBA facility) of their choice and also a description before submitting the Customer Collection receipt. This reference will appear on the Royal Mail invoice and enables Payment systems with Invoice OCR systems to automatically reconcile the Royal Mail sales orders and invoices if the Order number is entered in the Your Reference field.


End of Day
01/Aug/2013
Enter the data you want the system to search for in the following fields.
Service Reference
Carrier
Service
ALL
ALL
ALL
You may include Your Reference and Your Description in the below optional fields, the data will then be included in your manifest
Your Reference
Your Description
Reset
NOTE: Cancelled current shipments will be transferred to the archive when EOD is run.

Using the Submit button, the Customer Collection Receipt can be generated and pre-advice /sales order files can be forwarded to Royal Mail.

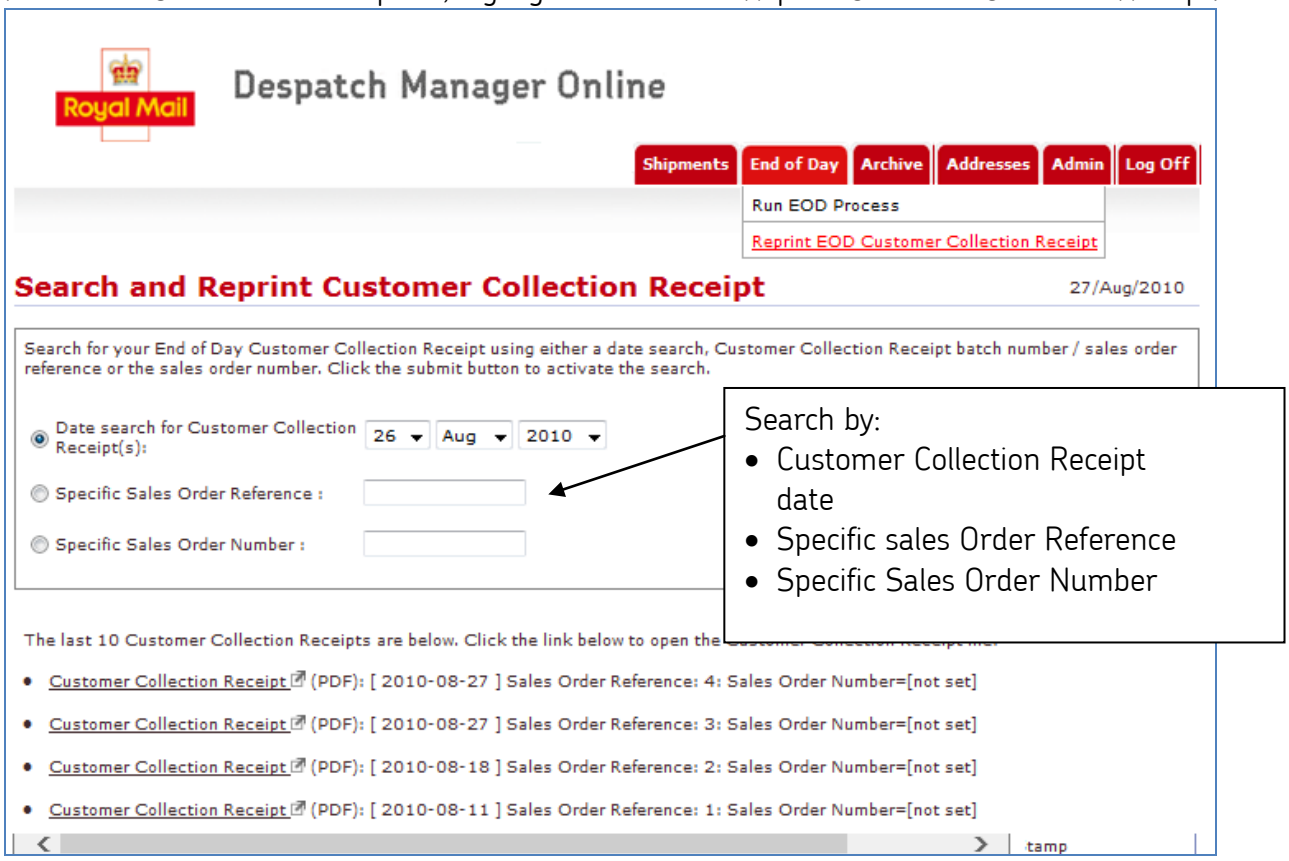
Despatch Manager Online
Shipments
End of Day
Archive
Addresses
Admin
Log Off
End of Day Processing Results
Click the link below to open the Customer Collection Receipt file.
REVENUE PROTECTION DEV MANAGER / Royal Mail [2013-05-20] Sales Order Reference: 100 and Sales Order Numbers = [not set]
Pre-advice / Sales Order files have been sent to Royal Mail.


Page 1 of 1
Royal Mail DMO Sales Order Summary
20/05/2013
REVENUE PROTECTION DEV MANAGER
FINANCE – ROYAL MAIL
TYNESIDE MAIL CENTRE
TEAM VALLEY TRADING ESTATE
NE11 0UE NEWCASTLE
Sales Order Reference / Customer Collection Receipt Batch Number 100
Mandatory Collection Barcode.
Note : The Barcode does not appear on reprinted paperwork
Weight Summary
Account
0127229000
Service
ROYAL MAIL TRACKED 24 (No Signature)
Weight (g)
1500
Quantity
2
Control Totals
Number of Bags
Number of Pouches
Collection Date Stamp
Accepting Officer Signature
Collection Time
Since previous collection (09/05/2013, Series 99)
3 items entered
1 items entered and subsequently cancelled
2 eligible items for current collection
Total volumes held on system
33 Customer Addresses
856 items
Customer Collection Receipt Summary – Tracked Items
Collection Date 20/05/2013
Series 100
2 items Collected

Clicking on the link within the End of Day Processing Results screen launches the Customer Collection Receipt in PDF format. To print the Collection Receipt, click on the Adobe Acrobat printing icon on the left side of the screen.

Reprint Customer Collection Receipt

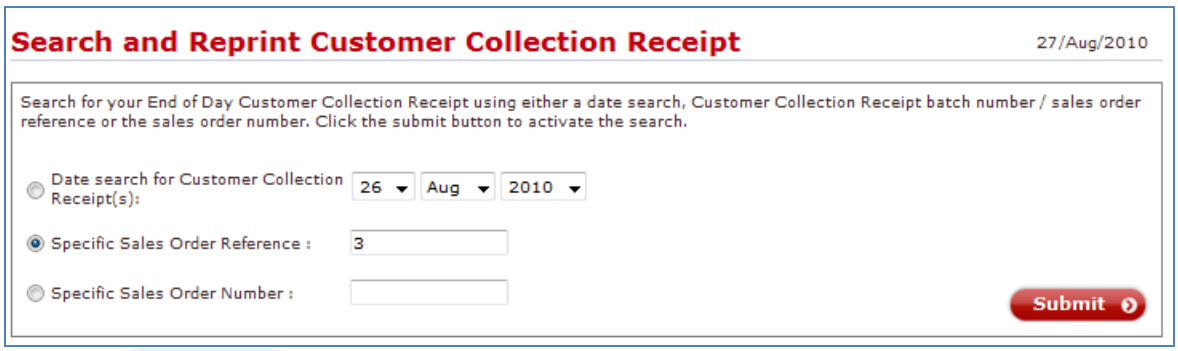
From the EOD main menu option, highlight and click on Reprint Customer Collection Receipt:


Despatch Manager Online
Shipments
End of Day
Archive
Addresses
Admin
Log Off
Run EOD Process
Reprint EOD Customer Collection Receipt
Search and Reprint Customer Collection Receipt
27/Aug/2010
Search for your End of Day Customer Collection Receipt using either a date search, Customer Collection Receipt batch number / sales order reference or the sales order number. Click the submit button to activate the search.
Date search for Customer Collection Receipt(s):
26
Aug
2010
Specific Sales Order Reference :
Specific Sales Order Number :
Search by:
Customer Collection Receipt date
Specific sales Order Reference
Specific Sales Order Number
The last 10 Customer Collection Receipts are below. Click the link below to open the
Customer Collection Receipt (PDF): [2010-08-27] Sales Order Reference: 4: Sales Order Number=[not set]
Customer Collection Receipt (PDF): [2010-08-27] Sales Order Reference: 3: Sales Order Number=[not set]
Customer Collection Receipt (PDF): [2010-08-18] Sales Order Reference: 2: Sales Order Number=[not set]
Customer Collection Receipt (PDF): [2010-08-11] Sales Order Reference: 1: Sales Order Number=[not set]
tamp

If a Customer Collection Receipt to be printed was recent (i.e. the last ten created), it will be listed at the bottom of the search criteria. Clicking on the • Customer Collection Receipt (PDF) hyperlink re-launches the receipt in PDF format. If the collection receipt cannot be found in the list of the last ten, use the search criteria provided to retrieve it from the system.

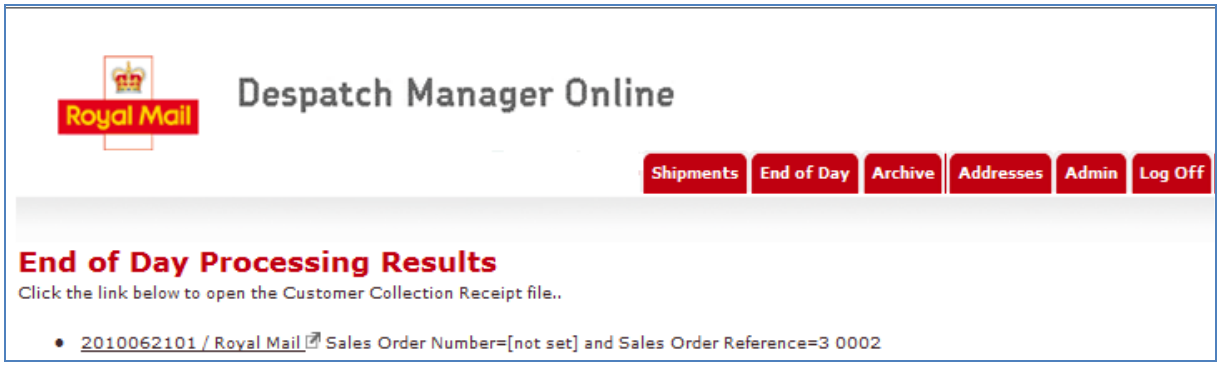
Options available to search on are:

- The Customer Collection Receipt creation date (date on which EOD process was run)
- The Sales Order Reference (Customer Collection Receipt Batch Number)
- The Sales Order Number (available 24 hours after EOD processing and appears as 'Not Set' in the first 24 hours of EOD processing)


Search and Reprint Customer Collection Receipt
27/Aug/2010
Search for your End of Day Customer Collection Receipt using either a date search, Customer Collection Receipt batch number / sales order reference or the sales order number. Click the submit button to activate the search.
Date search for Customer Collection Receipt(s):
26
Aug
2010
Specific Sales Order Reference :
3
Specific Sales Order Number :
Submit

Use the

button to execute the search request. In the example above, Sales Order Reference number 3 is specifically being searched for, the result is displayed as shown below:



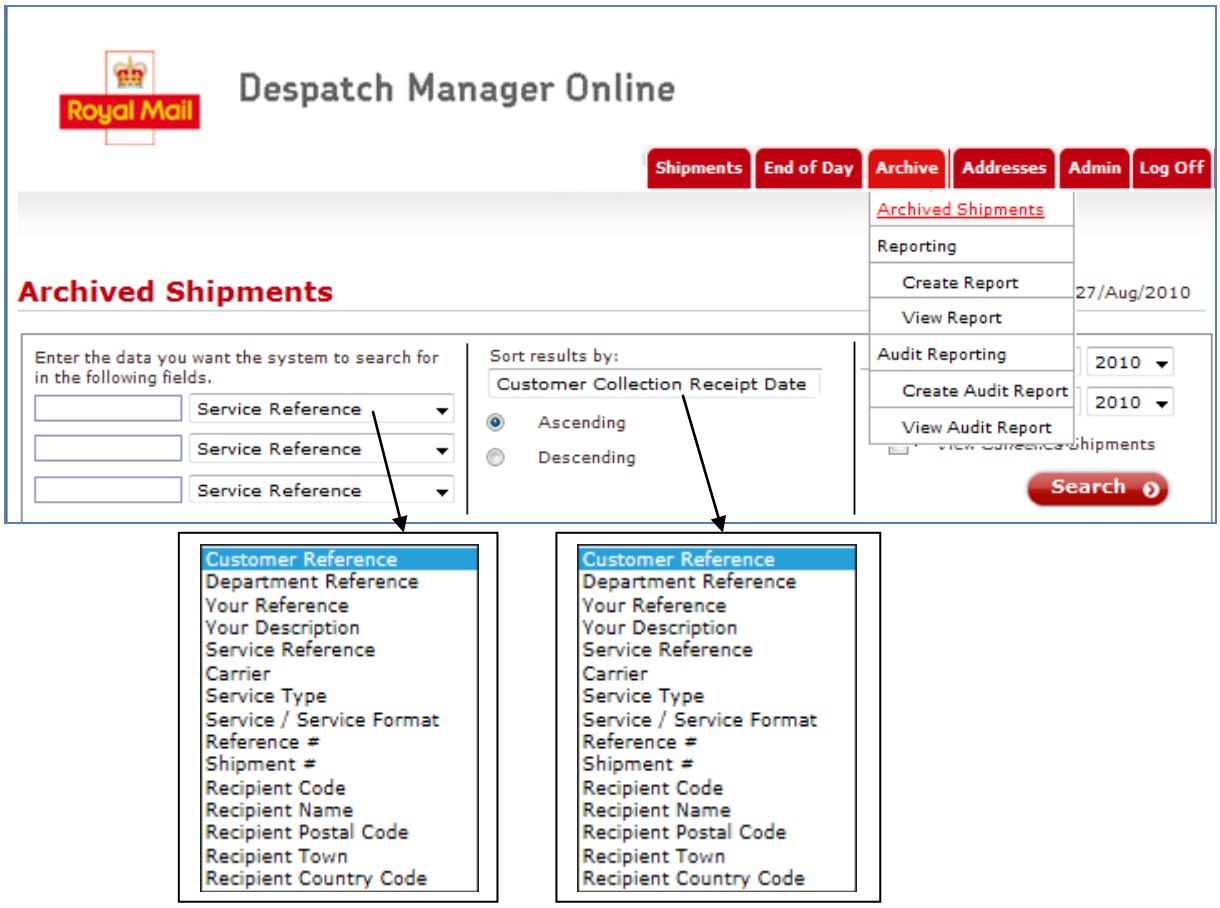
Note: The Collection Barcode does not appear on re-printed collection receipts.

The table below contains the fields that are displayed in the EOD Shipments table.

EOD Shipments Table	API Field Only
Shipment Reference	No
Recipient	No
Service Reference	No
Carrier Service/Service Format	No
Method	N/A
Department Reference	No
Customer Reference	Yes
Weight	No
Items	No
Shipping Date	No

Archived Shipments (Shipping API)

From the Archive main menu option, highlight and click on Archived Shipments.



Searching for Archived Shipments

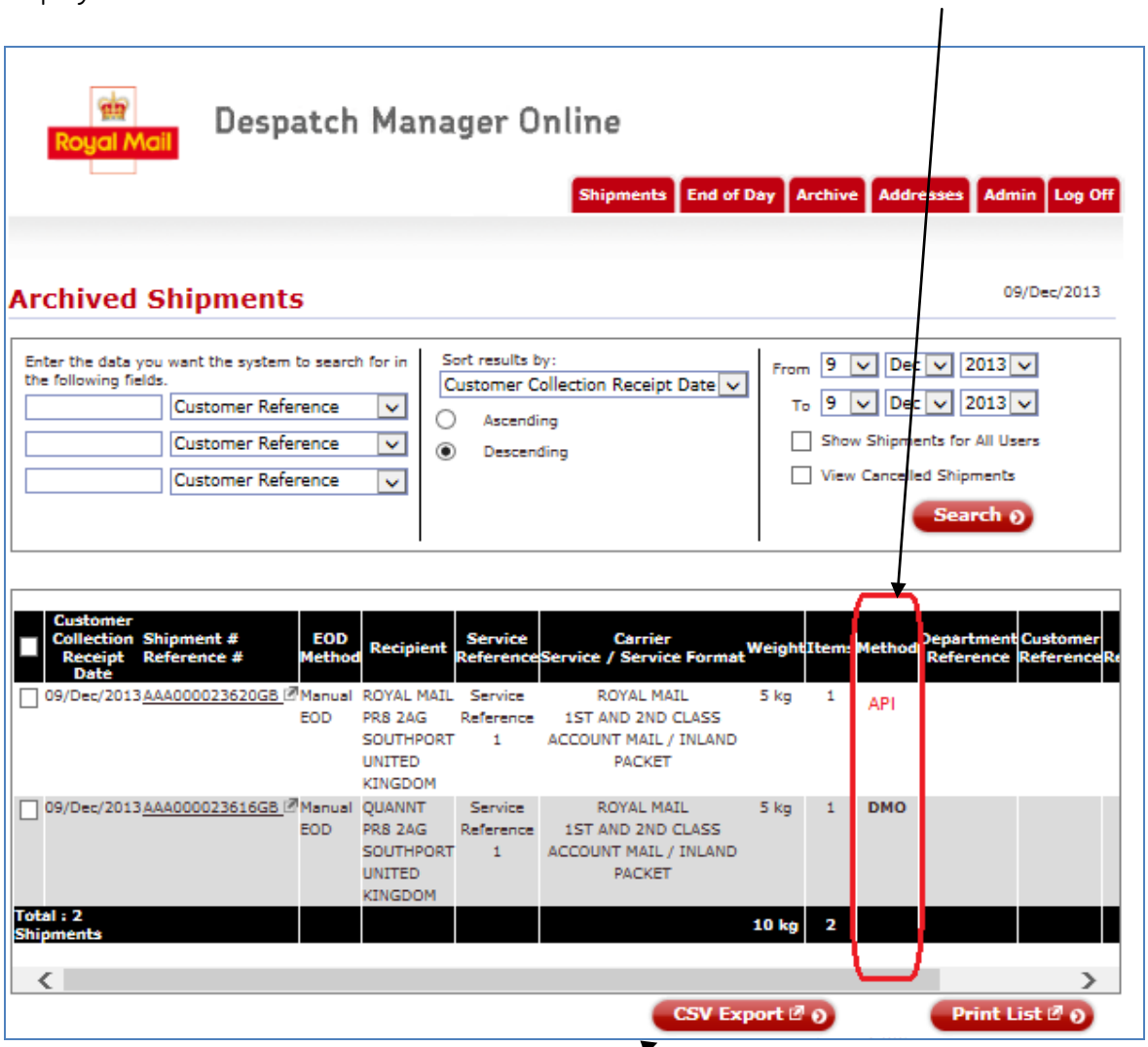
Archived shipments can be found using the search criteria fields above the shipment table. The criteria can act as a filter showing only specific shipments that want to be searched for.

There are three search categories available:

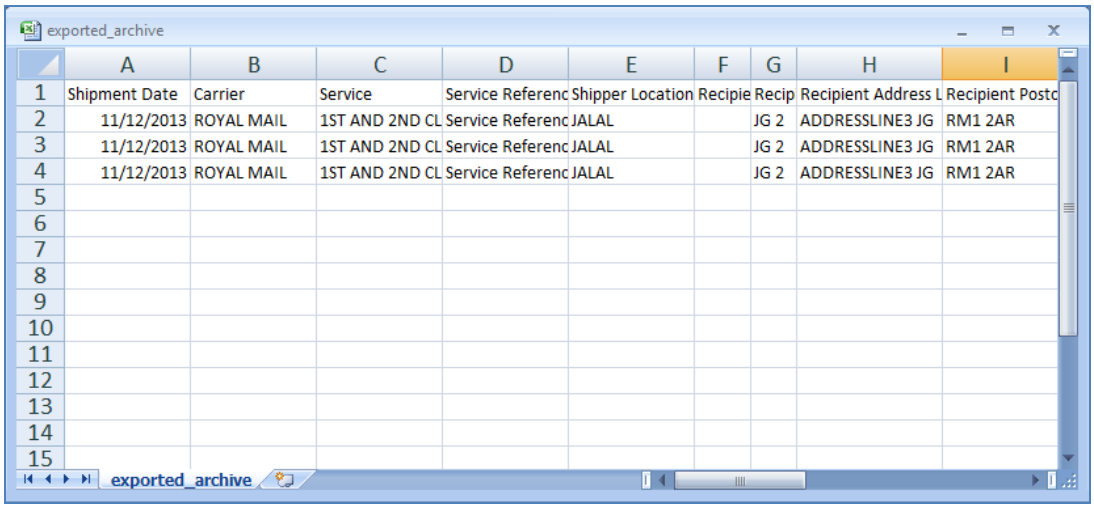
- Three levels of search criteria using specified data fields
- A sort facility to put the shipments in ascending or descending order
- A date range facility

Once the required search criteria has been entered, click on the SEARCH button to execute the query. In the example below, the query that has been executed requested a sort by Customer Collection Receipt and for the date 20th May.

If a SAPI user logs in with their API login and navigates to the Archived Shipments screen they will be able to see their Archive Shipments for their profile. If the API shipper has been given further views permission by the DMO Master User, the User can check the 'Show Shipments for All Users' checkbox to see all shipments raised through DMO or API side by side in the Archived Shipments table. The method in which the shipment was raised will be displayed in the 'Method' column.



Users can click on the CSV export button to export a report of Archive shipments. The new CSV Export button will provide a user with the ability to view the Archive Shipment data captured between the manifest cut off stage and before the shipment data has matured (Post Manifest) to reach the Reporting tool. See next page for example.

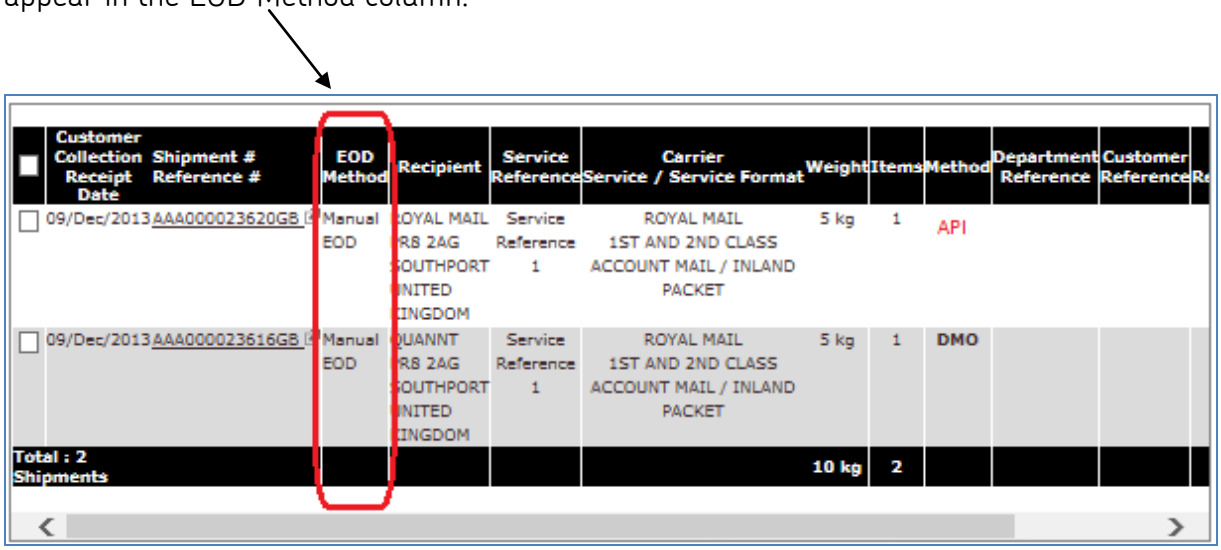


exported_archive

	A	B	C	D	E	F	G	H	I
1	Shipment Date	Carrier	Service	Service Referenc	Shipper Location	Recipie	Recip	Recipient Address L	Recipient Posto
2	11/12/2013	ROYAL MAIL	1ST AND 2ND CL	Service Referenc	JALAL		JG 2	ADDRESSLINE3 JG	RM1 2AR
3	11/12/2013	ROYAL MAIL	1ST AND 2ND CL	Service Referenc	JALAL		JG 2	ADDRESSLINE3 JG	RM1 2AR
4	11/12/2013	ROYAL MAIL	1ST AND 2ND CL	Service Referenc	JALAL		JG 2	ADDRESSLINE3 JG	RM1 2AR
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

exported_archive

An API shipper will also be able to see the method used to manifest the shipments. This will appear in the EOD Method column.



	Customer Collection Receipt Date	Shipment # Reference #	EOD Method	Recipient	Service Reference	Carrier Service / Service Format	Weight	Items	Method	Department Reference	Customer Reference	Re
☐	09/Dec/2013	AA4000023620GB	Manual EOD	ROYAL MAIL R8 2AG OUTHPORT NITED INGDOM	Service Reference 1	ROYAL MAIL 1ST AND 2ND CLASS ACCOUNT MAIL / INLAND PACKET	5 kg	1	API			
☐	09/Dec/2013	AA4000023616GB	Manual EOD	UANNT R8 2AG OUTHPORT NITED INGDOM	Service Reference 1	ROYAL MAIL 1ST AND 2ND CLASS ACCOUNT MAIL / INLAND PACKET	5 kg	1	DMO			
Total : 2 Shipments							10 kg	2				

Printing Archived Shipments

Using the tick boxes provided and applying the

button, the system provides the ability to print the list of archived shipments.

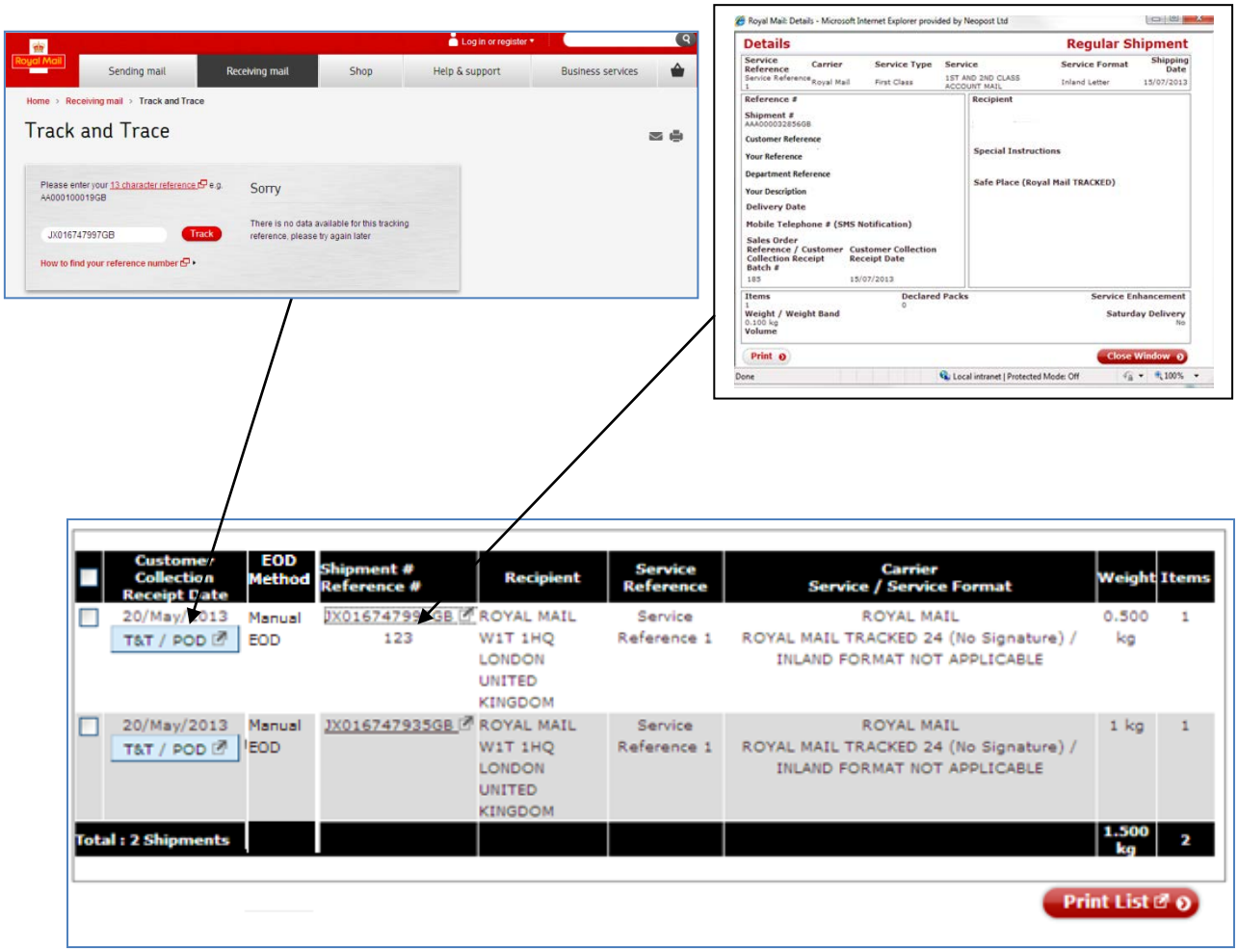
The table below contains the fields that are displayed in the Archive Shipments table.

Archived Shipments Table	API Field Only
Shipment Reference	No
Recipient	No
Service Reference	No
Carrier Service/Service Format	No
Method	N/A
Department Reference	No
Customer Reference	Yes
Weight	No
Items	No
Shipment Date	No
Customer Collection Receipt	EOD screen only
EOD Method	N/A
Your Reference	EOD screen only
Your Description	EOD screen only

Additional Functionality on Archived Shipments

The Shipment # hyperlink allows visibility to a specific shipment detail in a pop-up window: a link to the Royal Mail Track & Trace System for shipment tracking. If the item has not yet been scanned in by Royal Mail it will return a “Sorry, no data currently available”.

NOTE: Pending shipments that have been deleted will not be visible as an archived shipment.



Standard Reporting

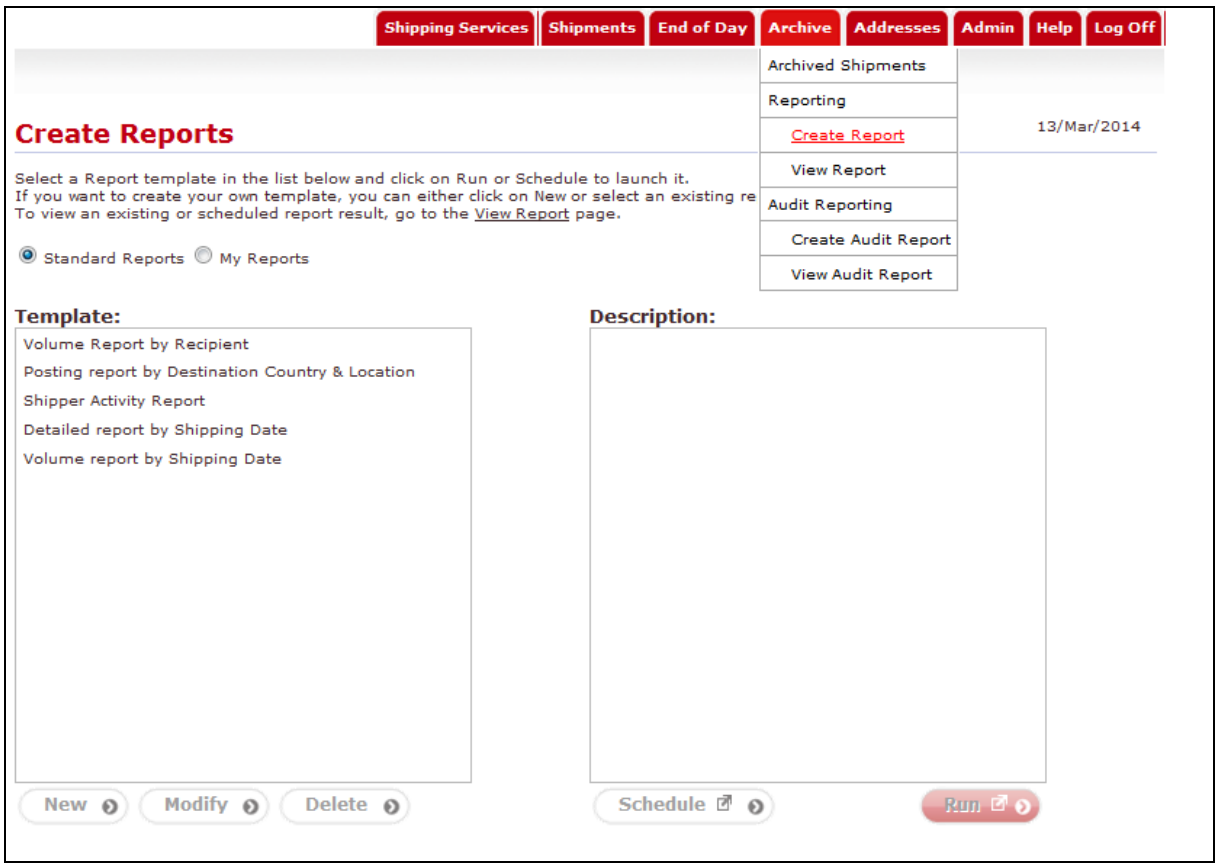
You can either use or modify standard reports, or create a custom report to report on your Shipping API shipments. There are five standard report templates provided with the Shipping System detailed below. The next section describes how to create your own reports.

Standard Report Template	Description
Statistic Report by Number since opened	This report produces a PDF document presenting the total number of shipments by recipient town.
Posting Report by Destination Country & Location	This report produces a PDF document presenting the total number of shipments by destination country and location
Statistic Report by Shipper Activity	This report produces a PDF document presenting the total number of shipments by shipper and service reference
Detailed Report by Shipper Date	This report produces a CSV file presenting all shipment fields sorted by shipping date
Volume Report by Shipping Date	This report produces a PDF document presenting the total number of shipments by shipping date

These reports can be run as is, or modified to create your own reports

From the Archive main menu option, highlight and click on Reporting. The user has two options: Create Report or View Report. Click on Create Reports.

After clicking on Create Report the default screen below shows the standard template reports available.



There are five standard report templates available on the left hand side of the screen above. Click on a specific template to see the detailed description in the Description box above.

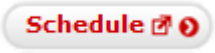
Standard report templates can be modified and then scheduled for a particular date(s), or run now, to meet your requirements. See next section for more details. Where a report template has been modified there is an opportunity to give the modified report template a new report name.

Clicking on My Reports radio button in the screen above will list those reports that have been created by you completely or as a modification of a standard report. These reports can also be modified and then scheduled for a particular date(s), or run now, to meet your requirements.

Schedule/ Run/Delete/Modify Reports

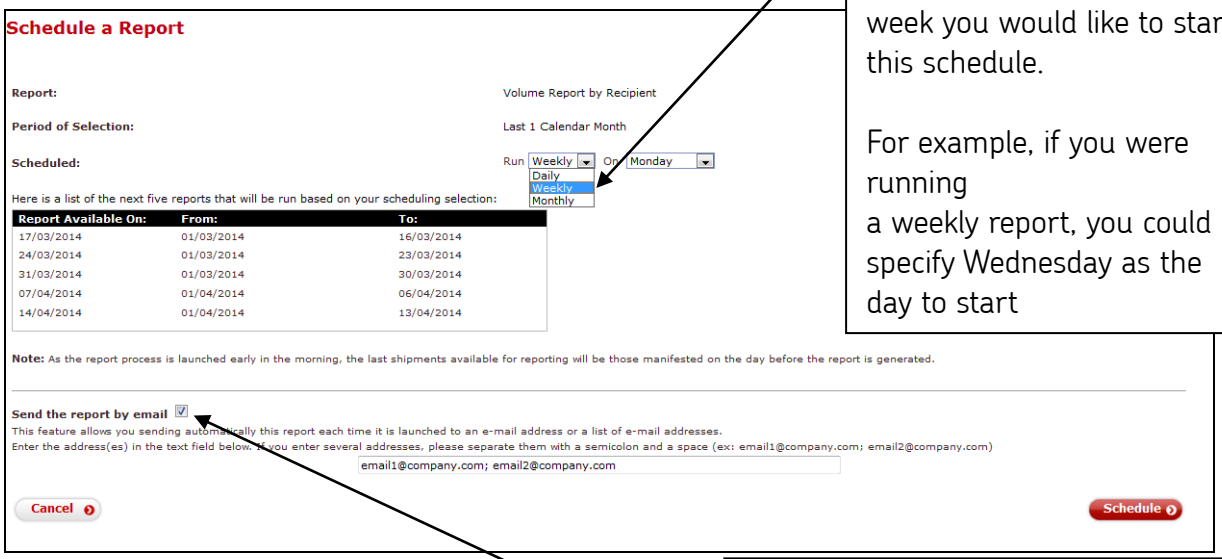
All reports can be **Scheduled, Run** and modified as required.

Scheduling a Report

To **Schedule** a Report - Highlight the report to be scheduled in the' Available Reports' and click on the 

button on the screen on the prevous page:

This action triggers the appearance of the pop-up window below:

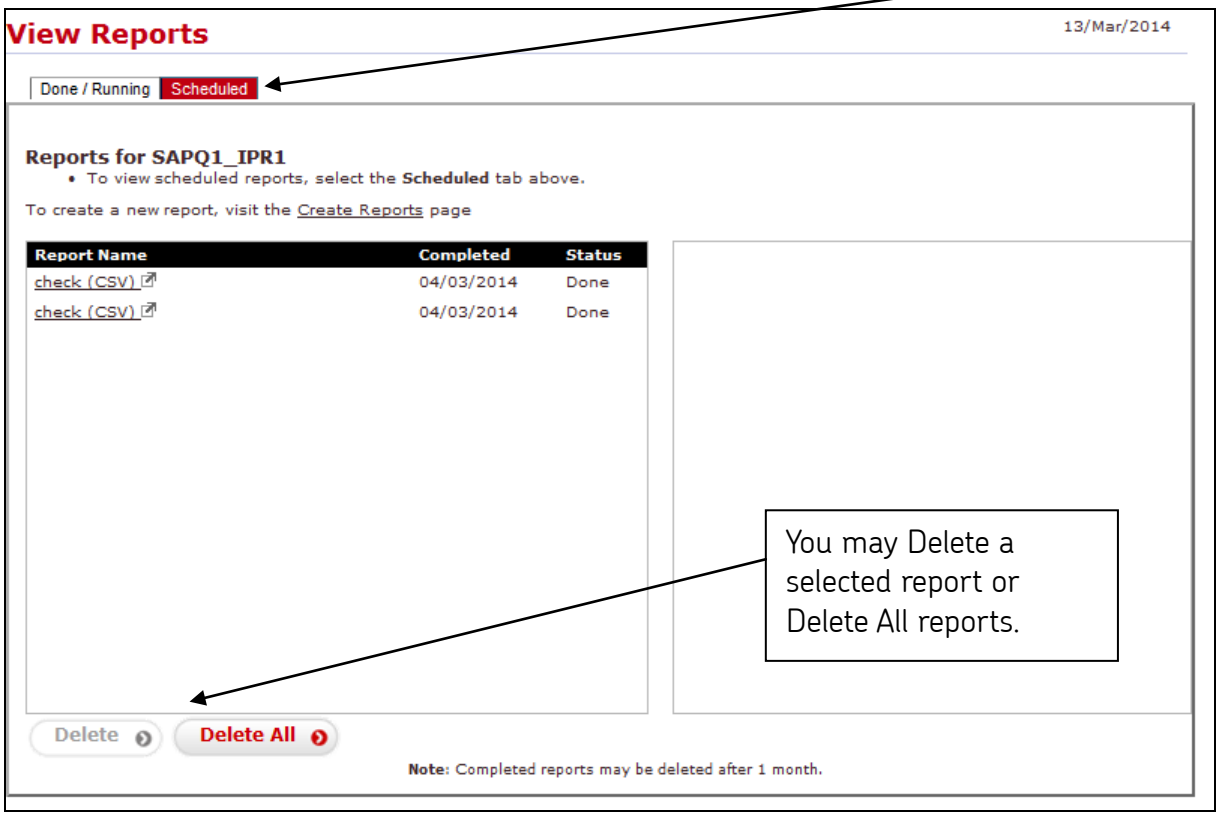

Schedule a Report
Report:
Volume Report by Recipient
Period of Selection:
Last 1 Calendar Month
Scheduled:
Run Weekly On Monday
Daily
Weekly
Monthly
Here is a list of the next five reports that will be run based on your scheduling selection:
Report Available On: From: To:
17/03/2014 01/03/2014 16/03/2014
24/03/2014 01/03/2014 23/03/2014
31/03/2014 01/03/2014 30/03/2014
07/04/2014 01/04/2014 06/04/2014
14/04/2014 01/04/2014 13/04/2014
Note: As the report process is launched early in the morning, the last shipments available for reporting will be those manifested on the day before the report is generated.
Send the report by email
This feature allows you sending automatically this report each time it is launched to an e-mail address or a list of e-mail addresses.
Enter the address(es) in the text field below. If you enter several addresses, please separate them with a semicolon and a space (ex: email1@company.com; email2@company.com)
email1@company.com; email2@company.com
Cancel
Schedule

The report can be scheduled daily, weekly or monthly. Also, you can choose from which day of the week you would like to start this schedule.

For example, if you were running a weekly report, you could specify Wednesday as the day to start

You can send the reports to specific email addresses if needed by checking the box and entering the address in the

NOTE: Once a report has been scheduled, it will be available in the '**View Reports**' menu '**Scheduled**' tab as shown below



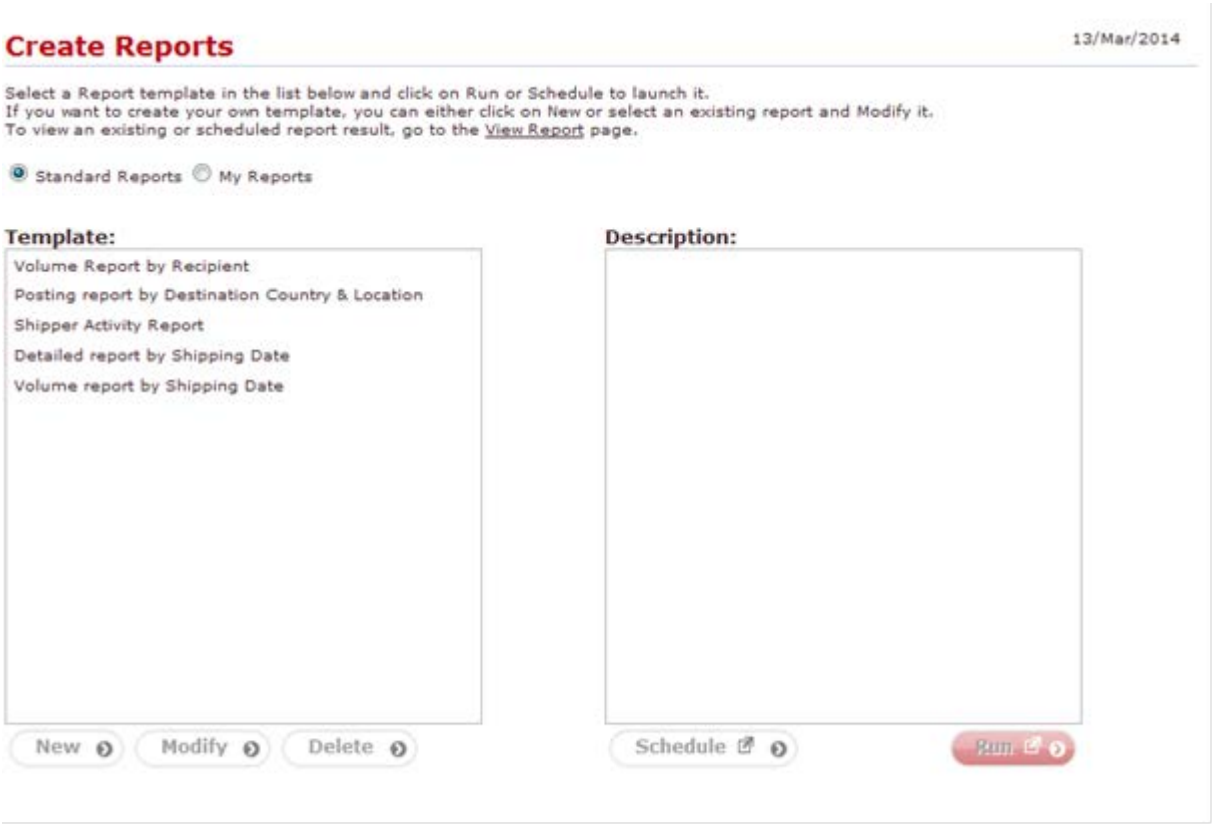
To view a completed Scheduled Report, select the **Done / Running** tab above and double click on the corresponding hyperlink, and then save the report.

Running Reports

From the Archive main menu option, highlight and click on Reporting. Click on Create Reports.

Highlight your chosen report from the Standard Reports tab or My reports tab and click the

button below:

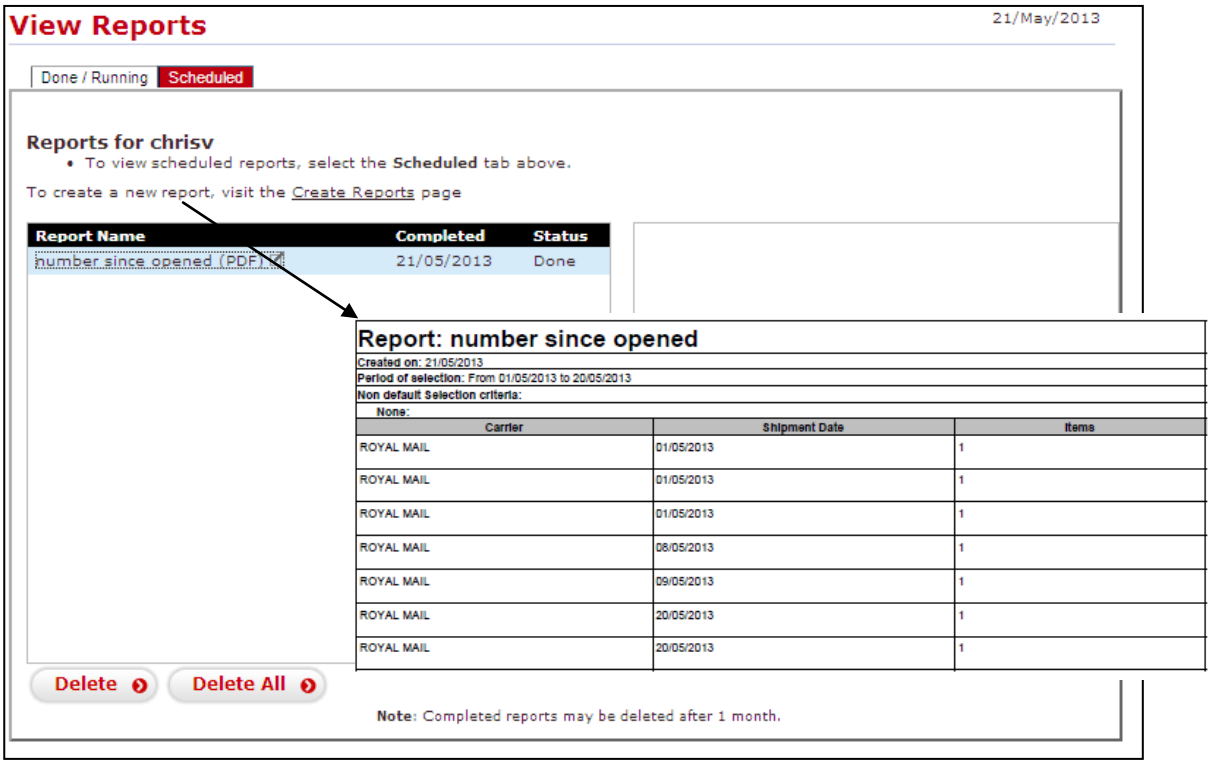

Create Reports
13/Mar/2014
Select a Report template in the list below and click on Run or Schedule to launch it.
If you want to create your own template, you can either click on New or select an existing report and Modify it.
To view an existing or scheduled report result, go to the View Report page.
Standard Reports
My Reports
Template:
Volume Report by Recipient
Posting report by Destination Country & Location
Shipper Activity Report
Detailed report by Shipping Date
Volume report by Shipping Date
Description:
New
Modify
Delete
Schedule
Run

If you have not specified an email address in the report template, the report will be saved as a PDF or CSV file within the DMO 'View Reports' repository for accessing later. See next section for 'Viewing Reports'

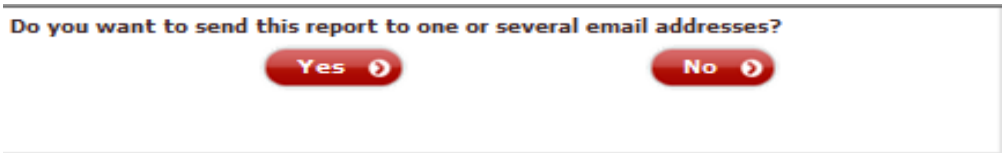
Viewing Reports

From the Archive main menu option, highlight and click on Reporting. Click on View Reports.

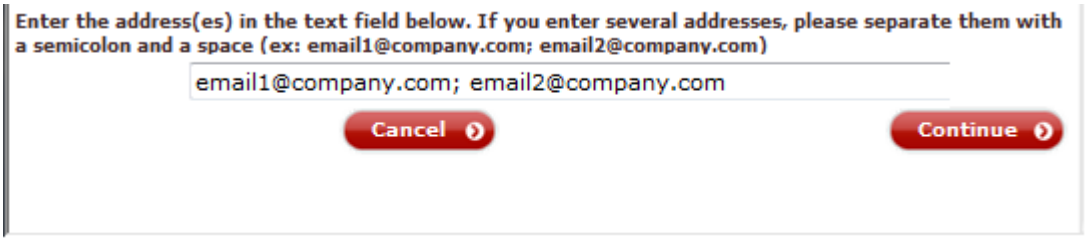
To view a report, click on the Done/ Running tab below, and highlight the selected report. The report then opens in a new window as shown below.



The system presents the option to send the report to one or more email addresses:



If the 'Yes' option is selected, an opportunity to enter one or more email addresses is presented:


Enter the address(es) in the text field below. If you enter several addresses, please separate them with a semicolon and a space (ex: email1@company.com; email2@company.com)
email1@company.com; email2@company.com
Cancel
Continue

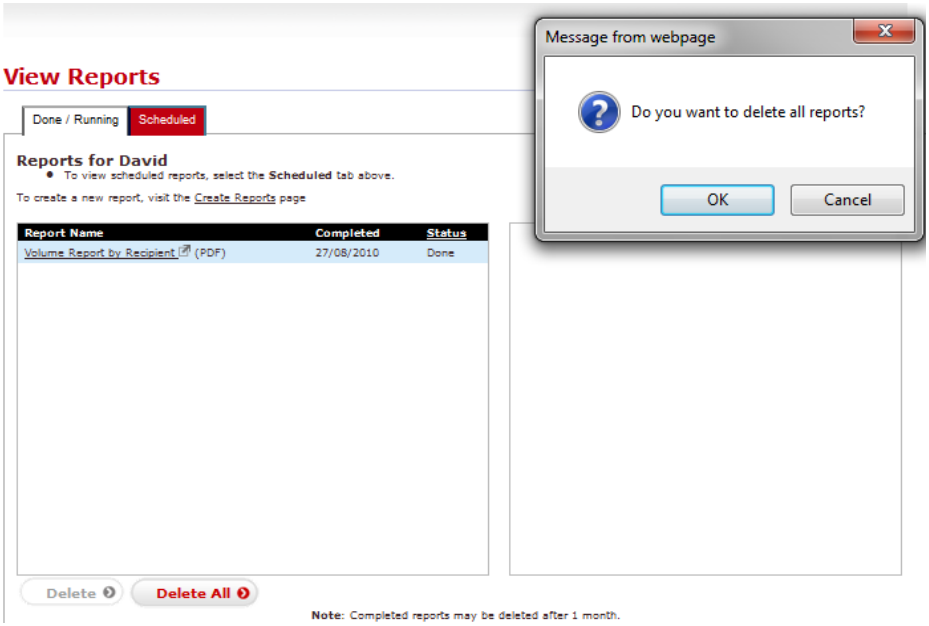
If the 'No' option is selected, the user is directed to the View Reports screen/Done Running Tab to view the report.

Deleting a Scheduled Report

Select the **Scheduled** tab and then the report to be deleted and click on the Delete button'.

Alternatively you can delete all completed reports by selecting the Delete All button – The Shipping System GUI (DMO) will ask for confirmation as shown below.

Applying the OK button below will permanently delete the report(s) selected.



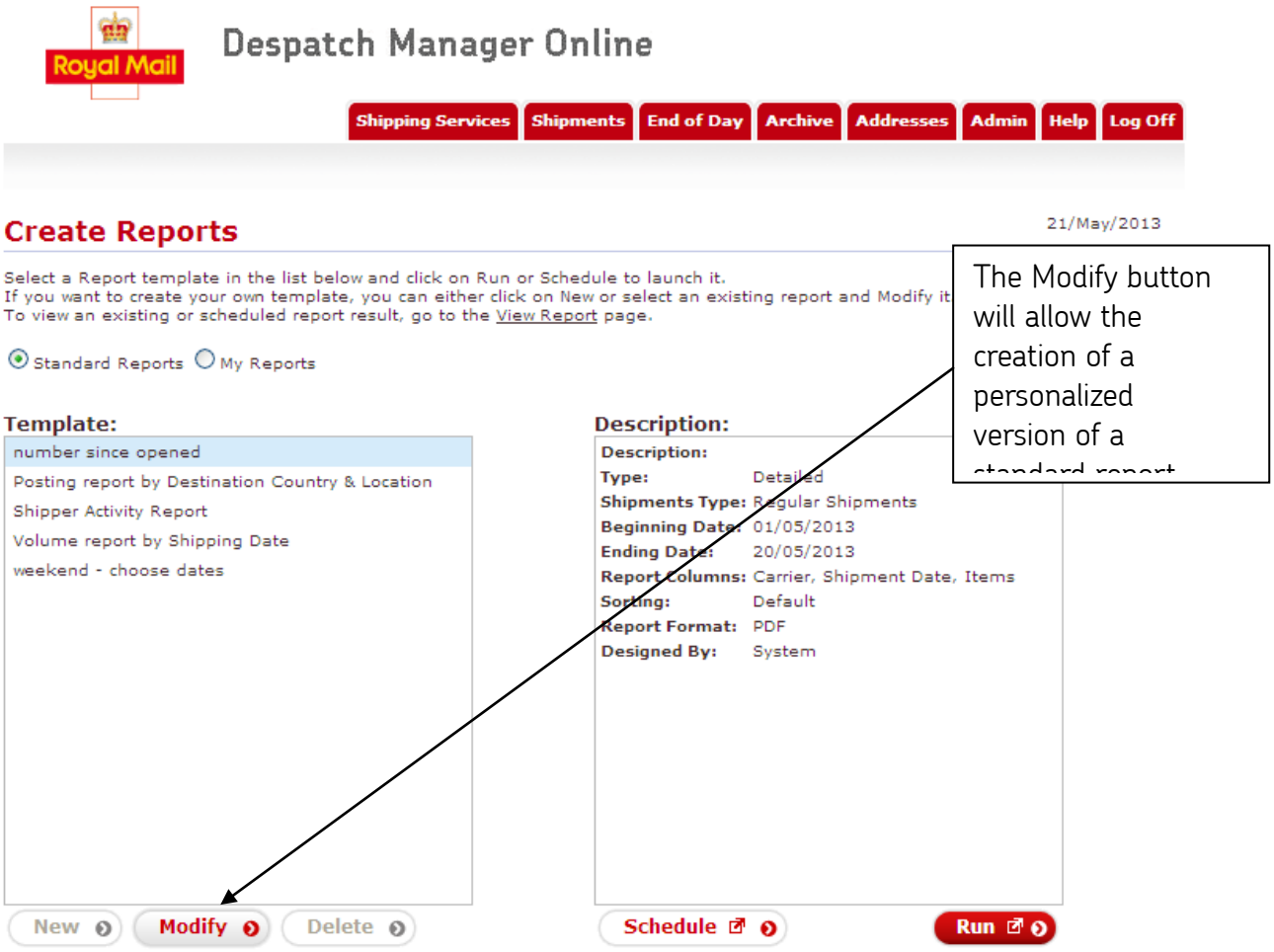
Individidual reports may be deleted by the system after one month.

Modifying Standard Reports

The Modify functionality allows for a user-defined customization of Standard Reports. The created report can be saved with a unique name and viewed using the My Reports radio button on the Create Reports screen.

Royal Mail
Despatch Manager Online
Shippers
Utilities
Admin
Log Off
Create Reports
25/Aug/2010
Select a Report template in the list below and click on Run or Schedule to launch it.
If you want to create your own template, you can either click on New or select an existing report and Modify it.
To view an existing or scheduled report result, go to the View Report page.
Standard Reports
My Reports

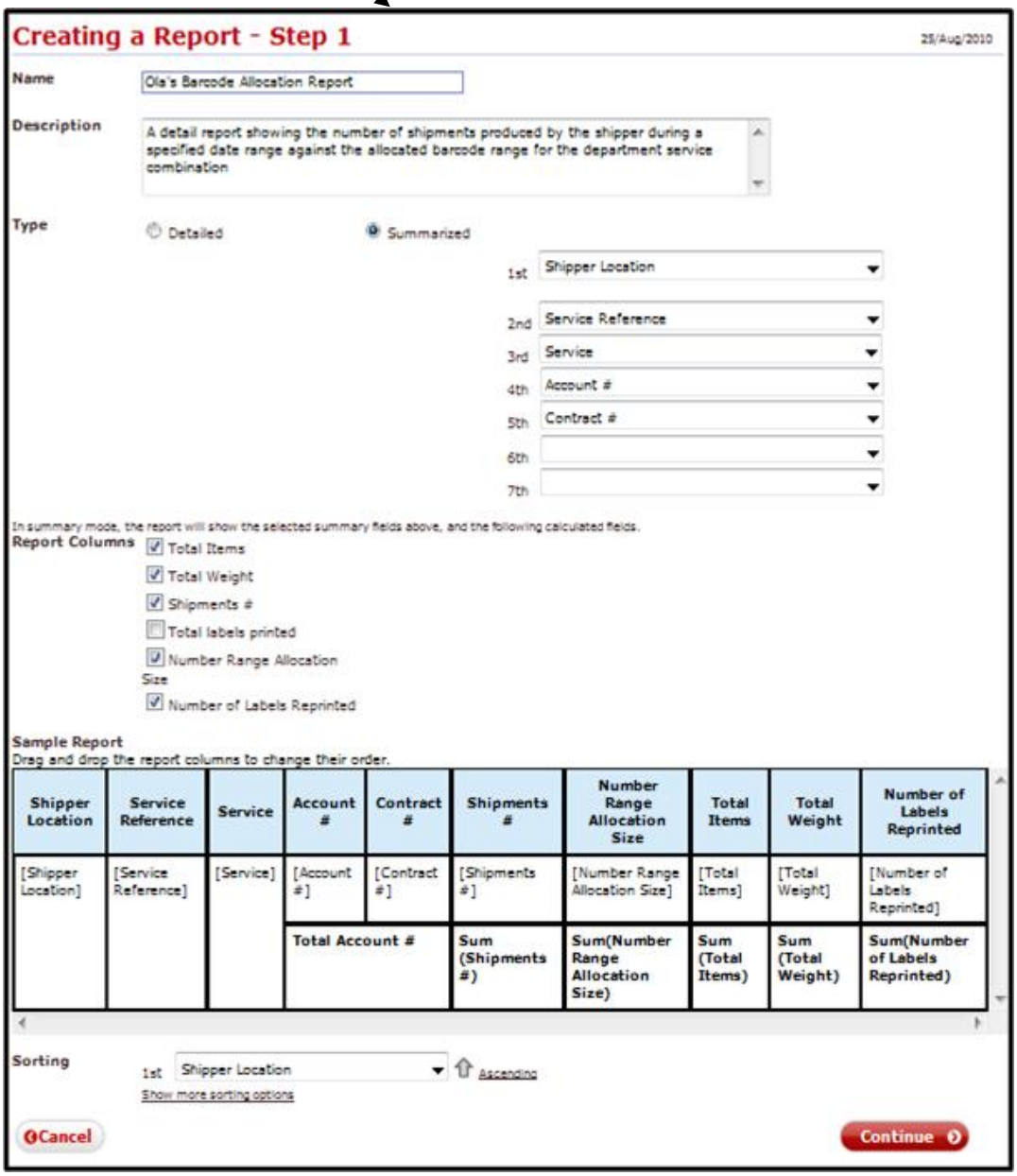
To modify any of the five existing Standard Reports, highlight the report of choice and click on the Modify button as shown below.

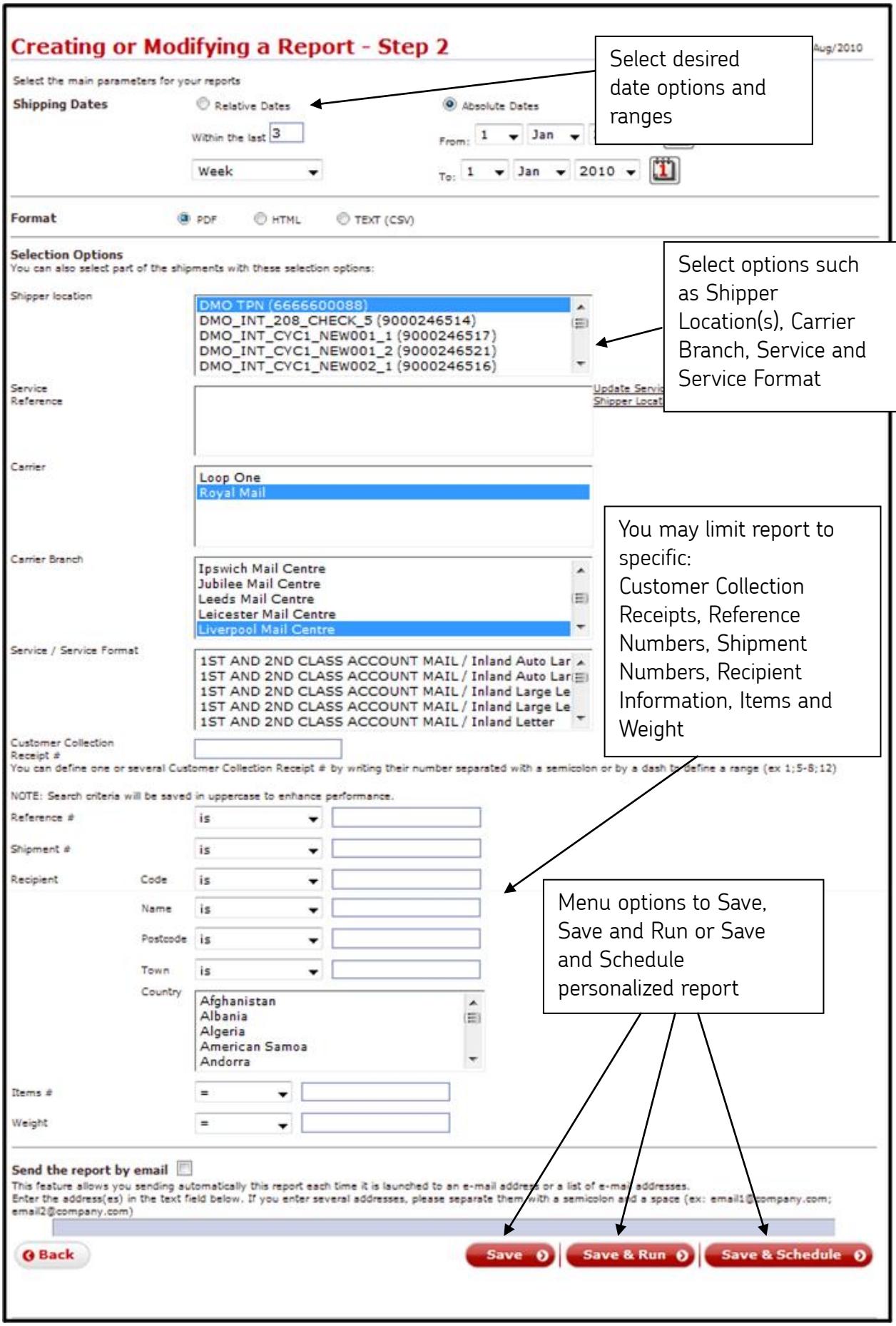


Clicking the 'Modify' button will start the 'Creating a Report Wwizard'.

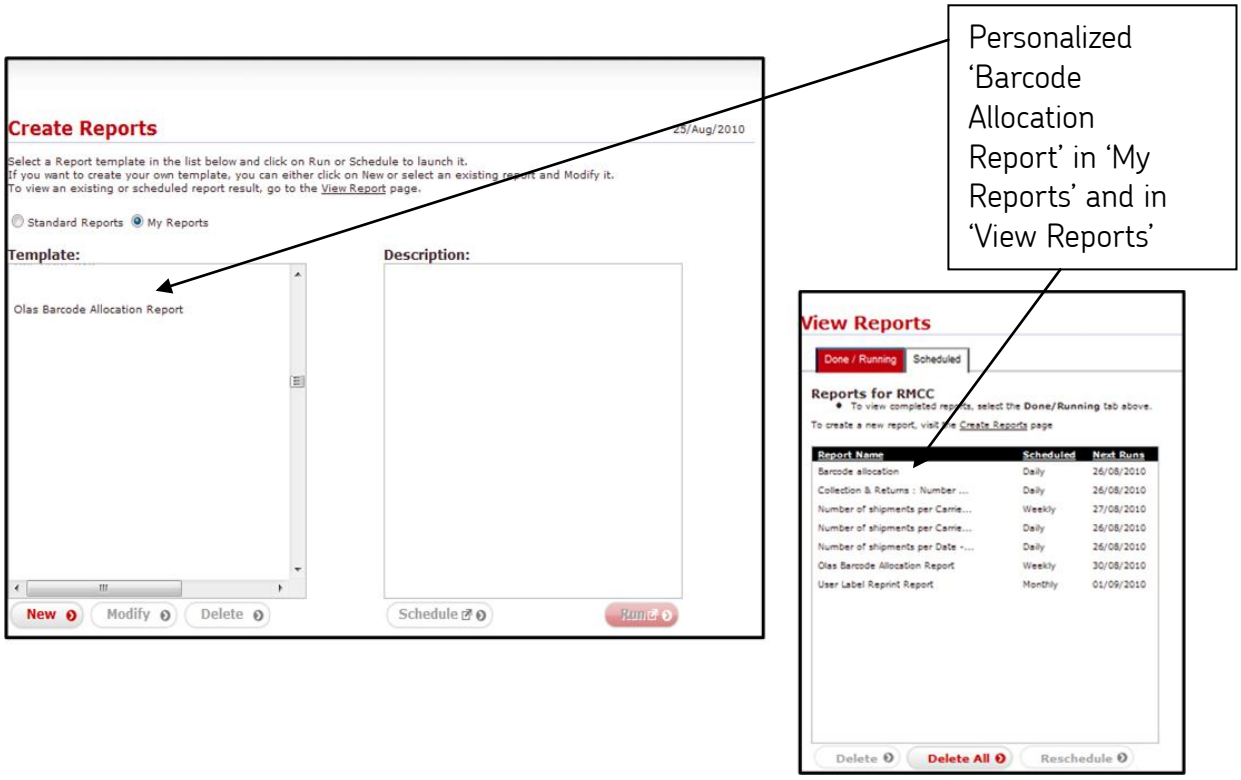
The only difference between the 'Create report' via the 'New' button and 'Modify' button' is that the modify button will hold the existing report information to be customized.

See the 'Creating Report' screen below for details of the reporting wizard.




Creating or Modifying a Report - Step 2
Aug/2010
Select the main parameters for your reports
Shipping Dates
Relative Dates
Absolute Dates
Within the last 3
Week
From: 1 Jan
To: 1 Jan 2010
Format
PDF
HTML
TEXT (CSV)
Selection Options
You can also select part of the shipments with these selection options:
Shipper location
DMO TPN (6666600088)
DMO_INT_208_CHECK_5 (9000246514)
DMO_INT_CYC1_NEW001_1 (9000246517)
DMO_INT_CYC1_NEW001_2 (9000246521)
DMO_INT_CYC1_NEW002_1 (9000246516)
Service Reference
Carrier
Loop One
Royal Mail
Carrier Branch
Ipswich Mail Centre
Jubilee Mail Centre
Leeds Mail Centre
Leicester Mail Centre
Liverpool Mail Centre
Service / Service Format
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Auto Lar
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Auto Lar
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Large Le
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Large Le
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Letter
Customer Collection Receipt #
You can define one or several Customer Collection Receipt # by writing their number separated with a semicolon or by a dash to define a range (ex 1;5-8;12)
NOTE: Search criteria will be saved in uppercase to enhance performance.
Reference #
Shipment #
Recipient
Code
Name
Postcode
Town
Country
Afghanistan
Albania
Algeria
American Samoa
Andorra
Items #
Weight
Send the report by email
This feature allows you sending automatically this report each time it is launched to an e-mail address or a list of e-mail addresses.
Enter the address(es) in the text field below. If you enter several addresses, please separate them with a semicolon and a space (ex: email1@company.com; email2@company.com)
Back
Save
Save & Run
Save & Schedule
Select desired date options and ranges
Select options such as Shipper Location(s), Carrier Branch, Service and Service Format
You may limit report to specific: Customer Collection Receipts, Reference Numbers, Shipment Numbers, Recipient Information, Items and Weight
Menu options to Save, Save and Run or Save and Schedule personalized report

For example, if a custom report is created, saved and scheduled, it will appear in the My Reports list for the Admin user as well as the list of scheduled reports as shown below:



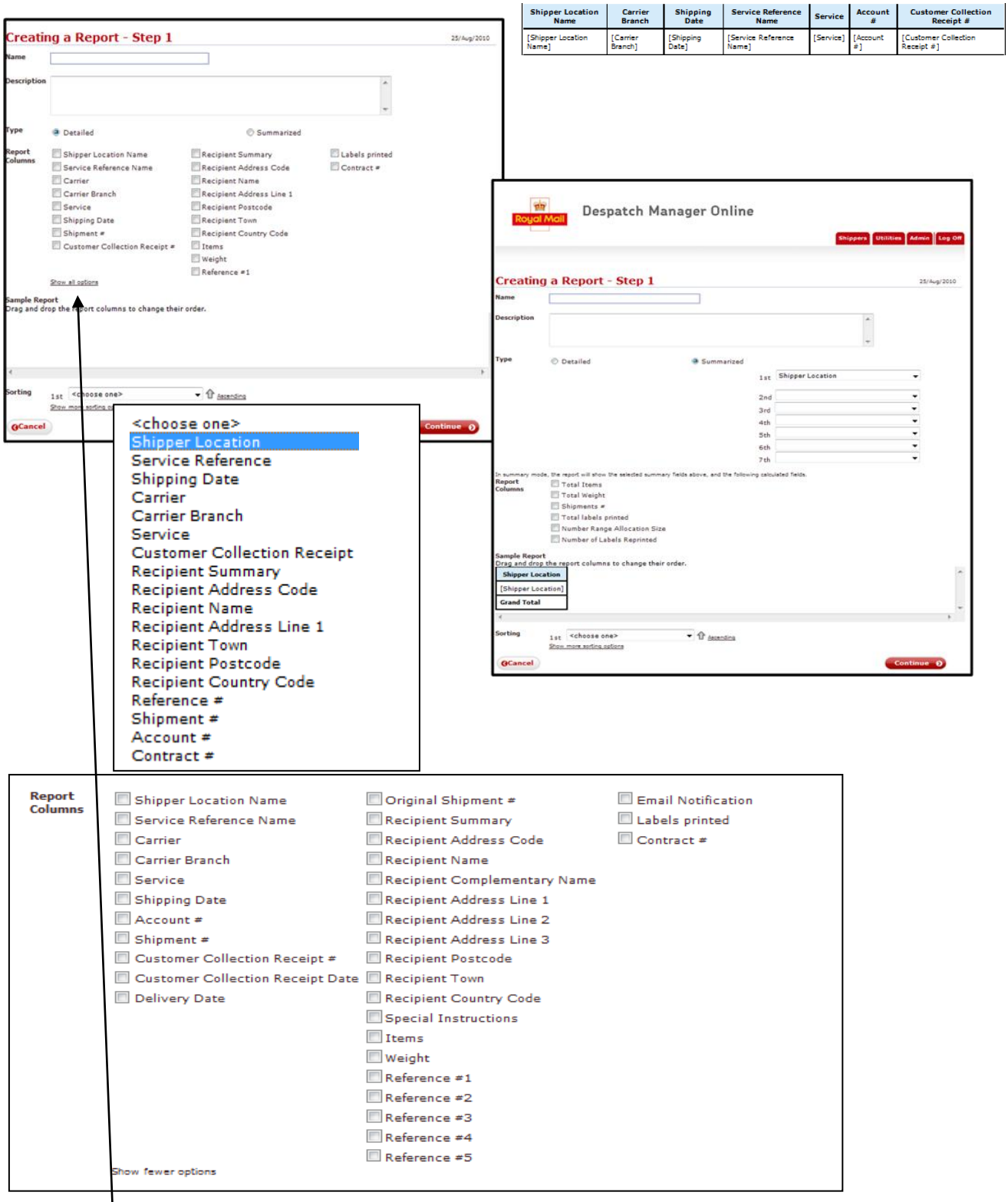
Creating a Custom Report

When creating a customized standard report, a user has the option to create either a summarized or detailed report.

The selection of the detailed radio button will allow the user to define precise column headings and options. Selection of the summarized button will display total column headings.

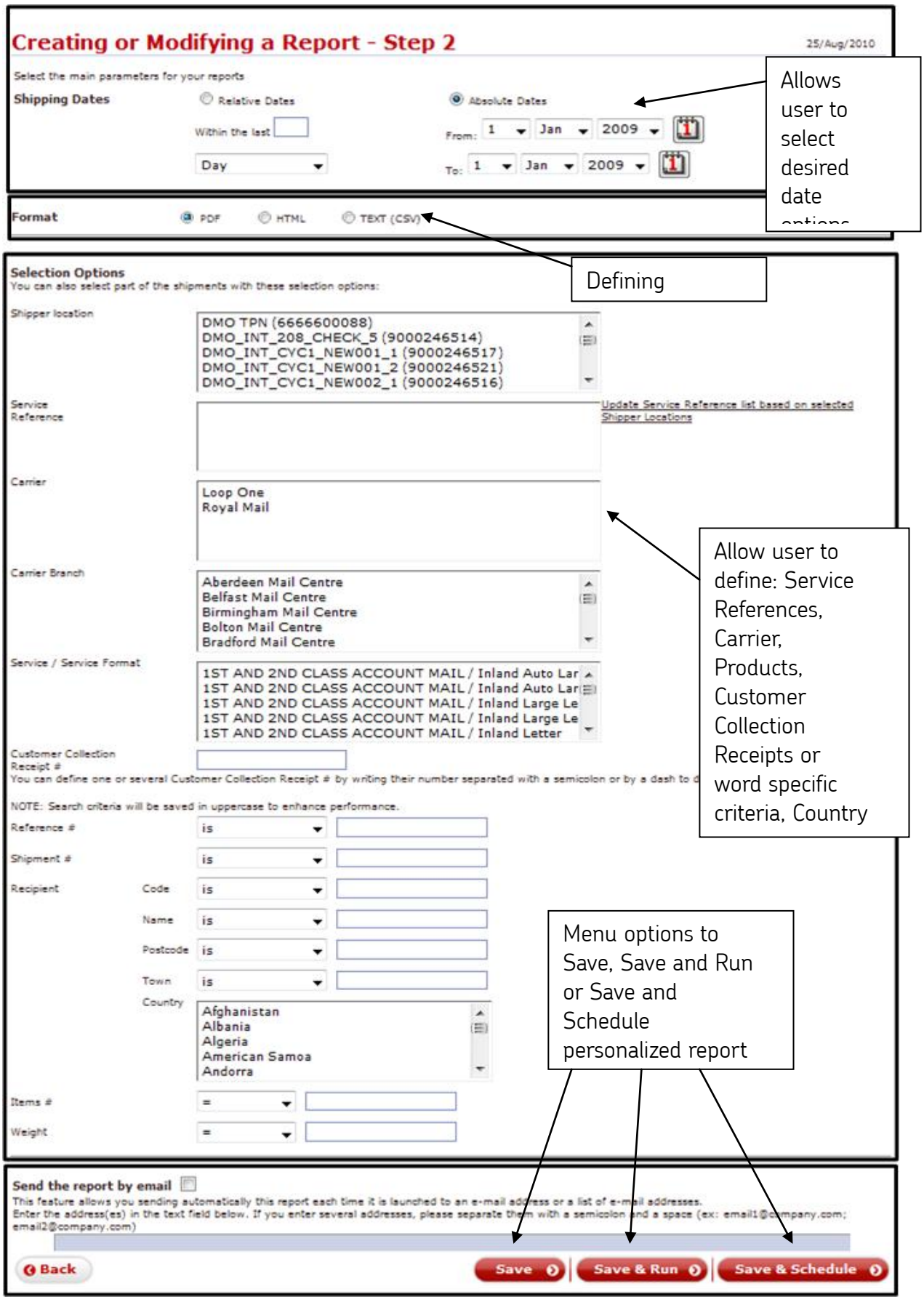
Using both options, a user can:

- Define a report name
- Define report description
- Select desired report columns
- Arrange column headings in desired order using the simple drag and drop action
- Define multiple sorting options based on specific fields name in ascending or descending order



Shipper Location Name	Carrier Branch	Shipping Date	Service Reference Name	Service	Account #	Customer Collection Receipt #
[Shipper Location Name]	[Carrier Branch]	[Shipping Date]	[Service Reference Name]	[Service]	[Account #]	[Customer Collection Receipt #]

The 'Show all options' menu will display all fields available for reporting within the Shipping System GUI (DMO) as shown above. Once saved, the report will be available in 'My reports' and can be run, scheduled, modified or deleted as usual.


Creating or Modifying a Report - Step 2
25/Aug/2010
Select the main parameters for your reports
Shipping Dates
Relative Dates
Absolute Dates
Within the last
Day
From: 1 Jan 2009
To: 1 Jan 2009
Allows user to select desired date
Format
PDF
HTML
TEXT (CSV)
Defining
Selection Options
You can also select part of the shipments with these selection options:
Shipper location
DMO TPN (6666600088)
DMO_INT_208_CHECK_5 (9000246514)
DMO_INT_CYC1_NEW001_1 (9000246517)
DMO_INT_CYC1_NEW001_2 (9000246521)
DMO_INT_CYC1_NEW002_1 (9000246516)
Service Reference
Update Service Reference list based on selected Shipper Locations
Carrier
Loop One
Royal Mail
Carrier Branch
Aberdeen Mail Centre
Belfast Mail Centre
Birmingham Mail Centre
Bolton Mail Centre
Bradford Mail Centre
Service / Service Format
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Auto Lar
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Auto Lar
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Large Le
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Large Le
1ST AND 2ND CLASS ACCOUNT MAIL / Inland Letter
Allow user to define: Service References, Carrier, Products, Customer Collection Receipts or word specific criteria, Country
Customer Collection Receipt #
You can define one or several Customer Collection Receipt # by writing their number separated with a semicolon or by a dash to d
NOTE: Search criteria will be saved in uppercase to enhance performance.
Reference #
Shipment #
Recipient
Code
Name
Postcode
Town
Country
Afghanistan
Albania
Algeria
American Samoa
Andorra
Items #
Weight
Menu options to Save, Save and Run or Save and Schedule personalized report
Send the report by email
This feature allows you sending automatically this report each time it is launched to an e-mail address or a list of e-mail addresses.
Enter the address(es) in the text field below. If you enter several addresses, please separate them with a semicolon and a space (ex: email1@company.com; email2@company.com)
Back
Save
Save & Run
Save & Schedule

Addresses

The Address Management functionality is not currently supported wiithin Shipping API. The Address Managements screens are made available in case address management functionality is provided at a later date.

Shipper Admin

Granting Permissions For a Shipping API User

A Shipping API user will not be able to view/cancel shipments, create reports or print a collection receipt unless they are given permission to by the Master user. This section shows how the Master user can grant the permissions required for these features of Despatch Manager Online..

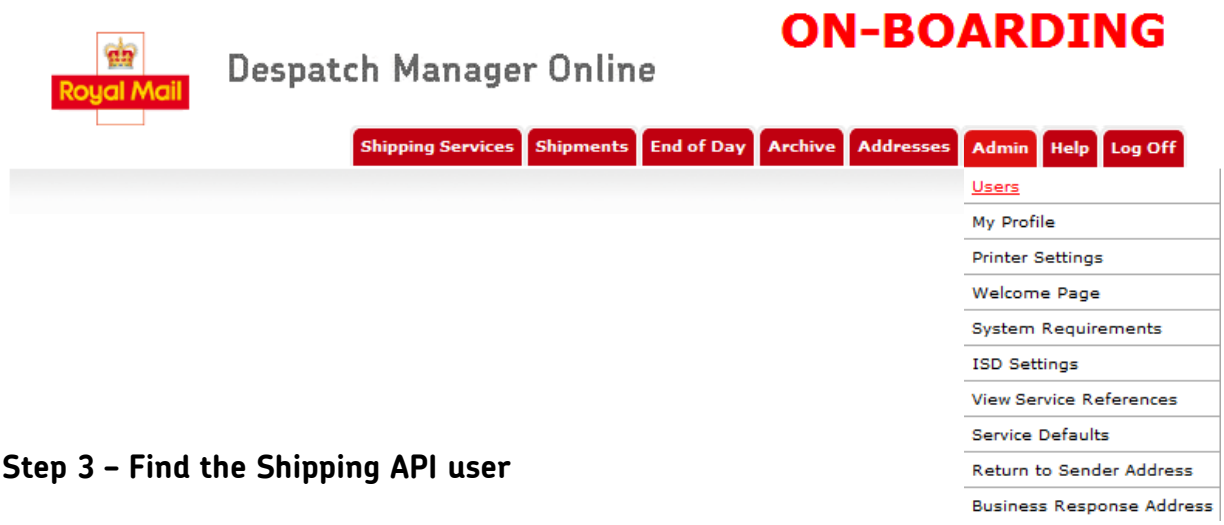
Step 1 – Logging into Despatch Manager Online (DMO)

To grant permissions you will need to log into both DMO Onboarding and DMO Production using your Master log in details.

DMO Onboarding	https://app.rmdmo.onboarding.royalmail.com
DMO Production	https://app.rmdmo.royalmail.com

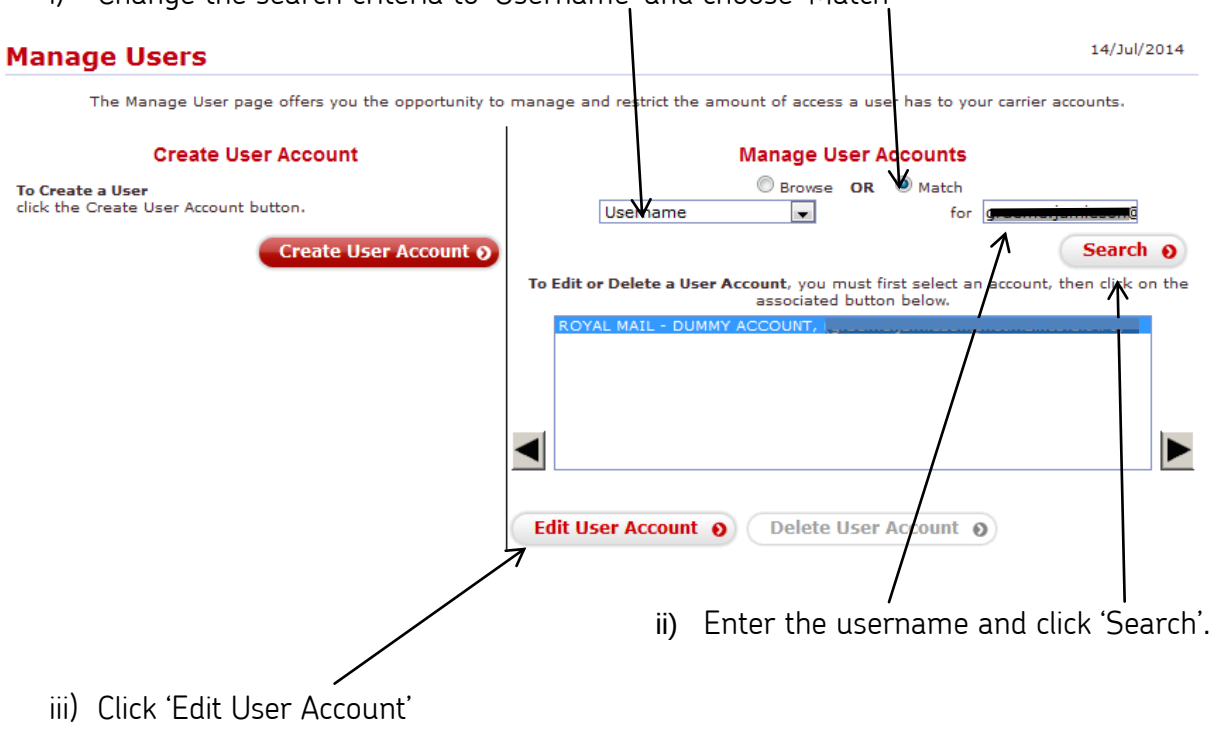
Step 2 – Navigate to the Users section

To set Permissions click on main menu 'Admin' and then click on 'Printer Settings' as shown below:



Step 3 – Find the Shipping API user

i) Change the search criteria to 'Username' and choose 'Match'

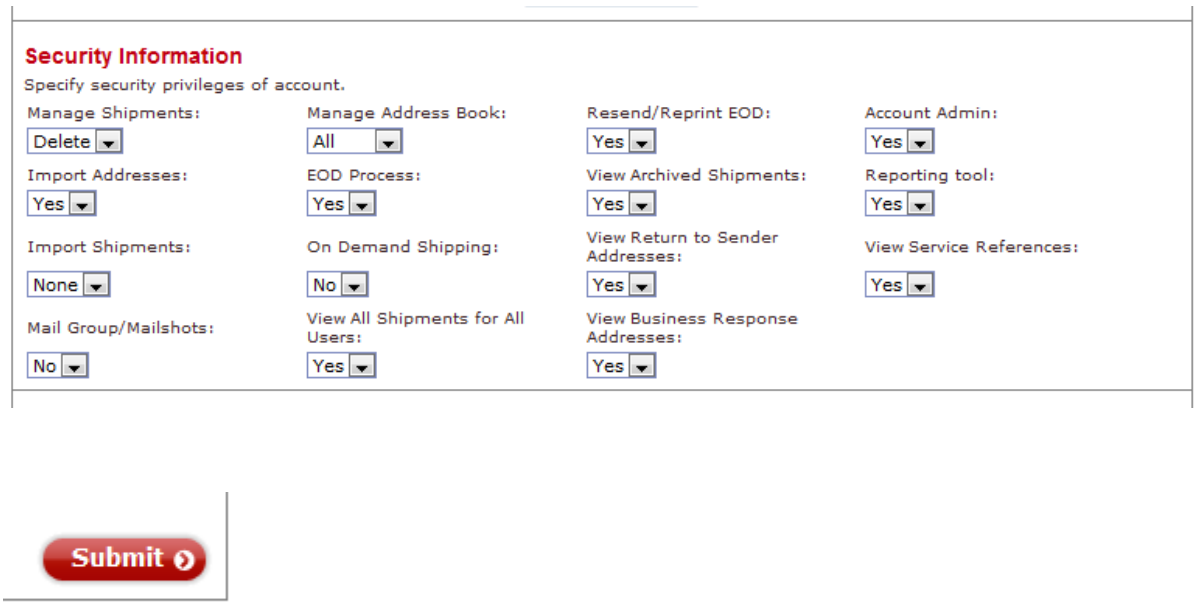

Manage Users
14/Jul/2014
The Manage User page offers you the opportunity to manage and restrict the amount of access a user has to your carrier accounts.
Create User Account
To Create a User
click the Create User Account button.
Create User Account
Manage User Accounts
Browse
OR
Match
Username
for
Search
To Edit or Delete a User Account, you must first select an account, then click on the associated button below.
ROYAL MAIL - DUMMY ACCOUNT,
Edit User Account
Delete User Account

ii) Enter the username and click 'Search'.

iii) Click 'Edit User Account'

Step 4 – Editing / Granting Shipping API user Permissions

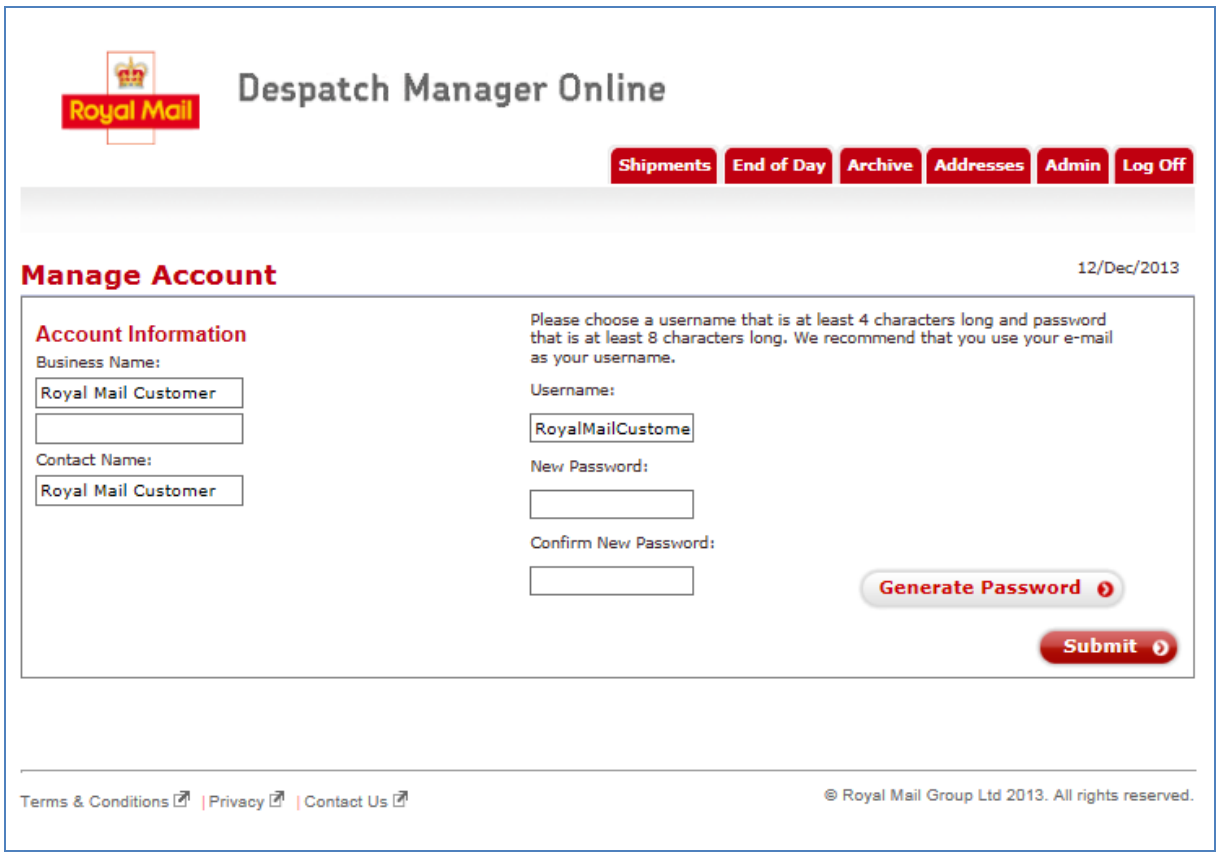
The example below shows all possible permissions granted to a Shipping API user. Once you are happy with your selection click 'Submit'



My Profile

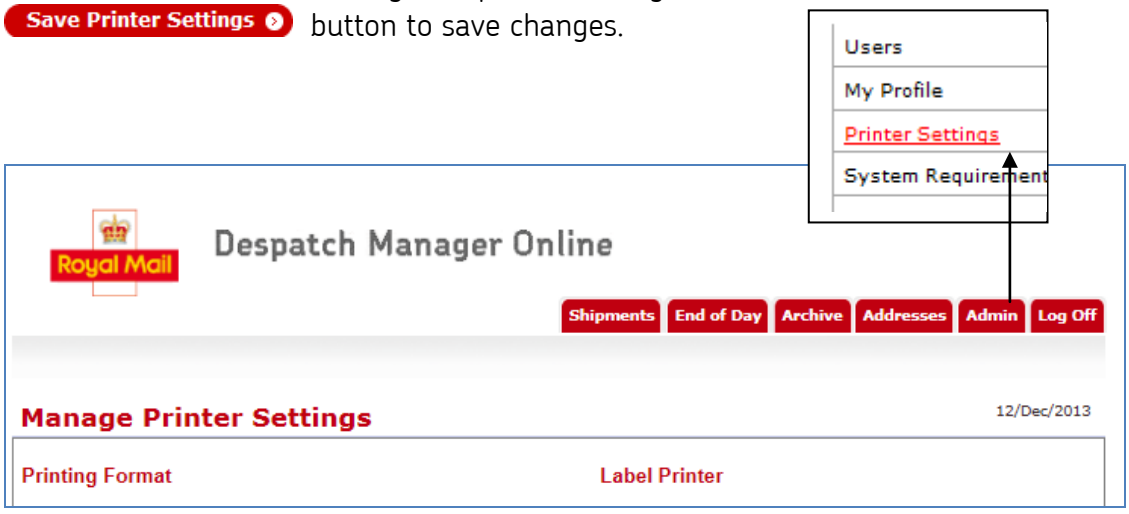
All users who have a valid account have the right to change their own profile information. A user can change their password as well as all fields shown on the Account Information page shown below (Business Name, Contact Name, Username and Password).

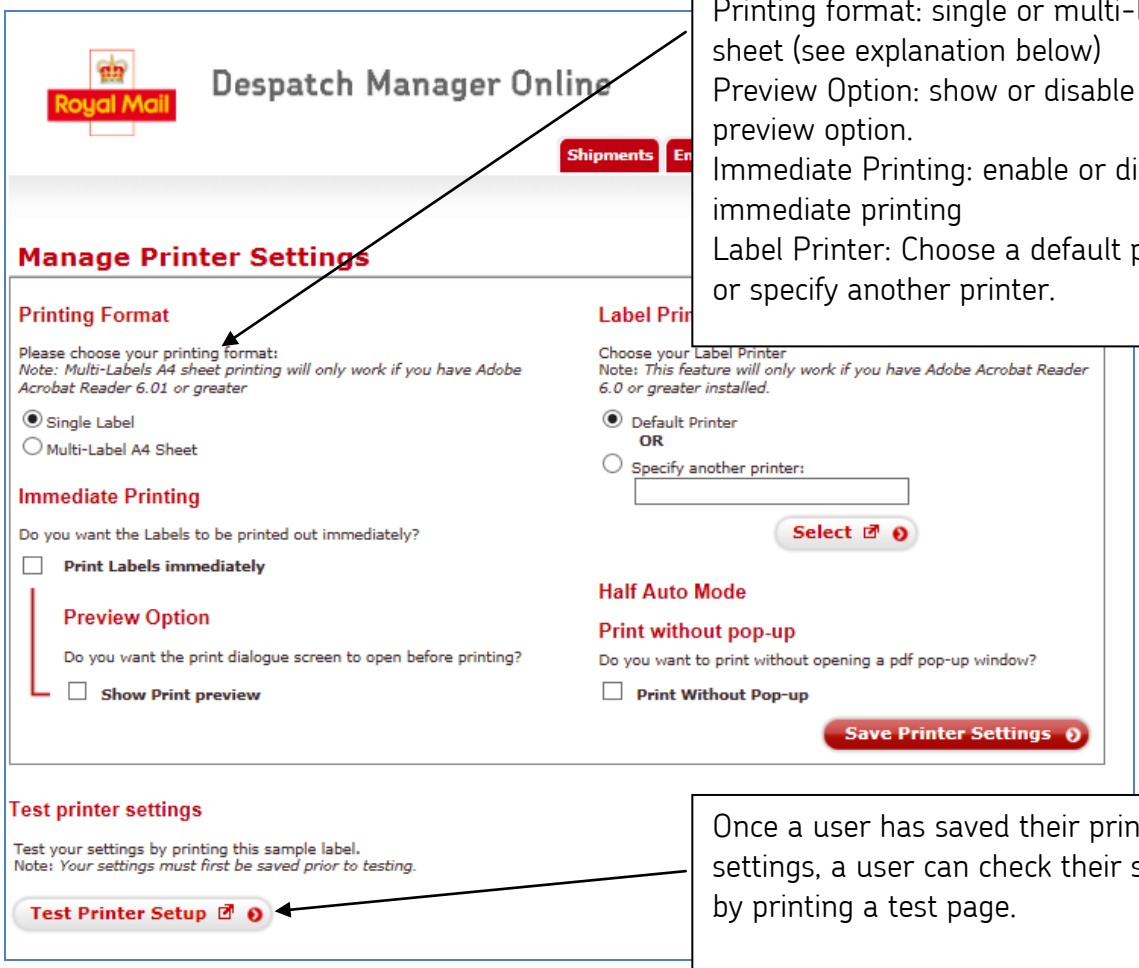
For a user to finalise amendments click the Submit button to save any changes.



Printer Settings

To define printer settings click on the main menu 'Admin' and click on 'Printer Settings' as shown below. To make changes to printer settings a user must click the Save Printer Settings button to save changes.



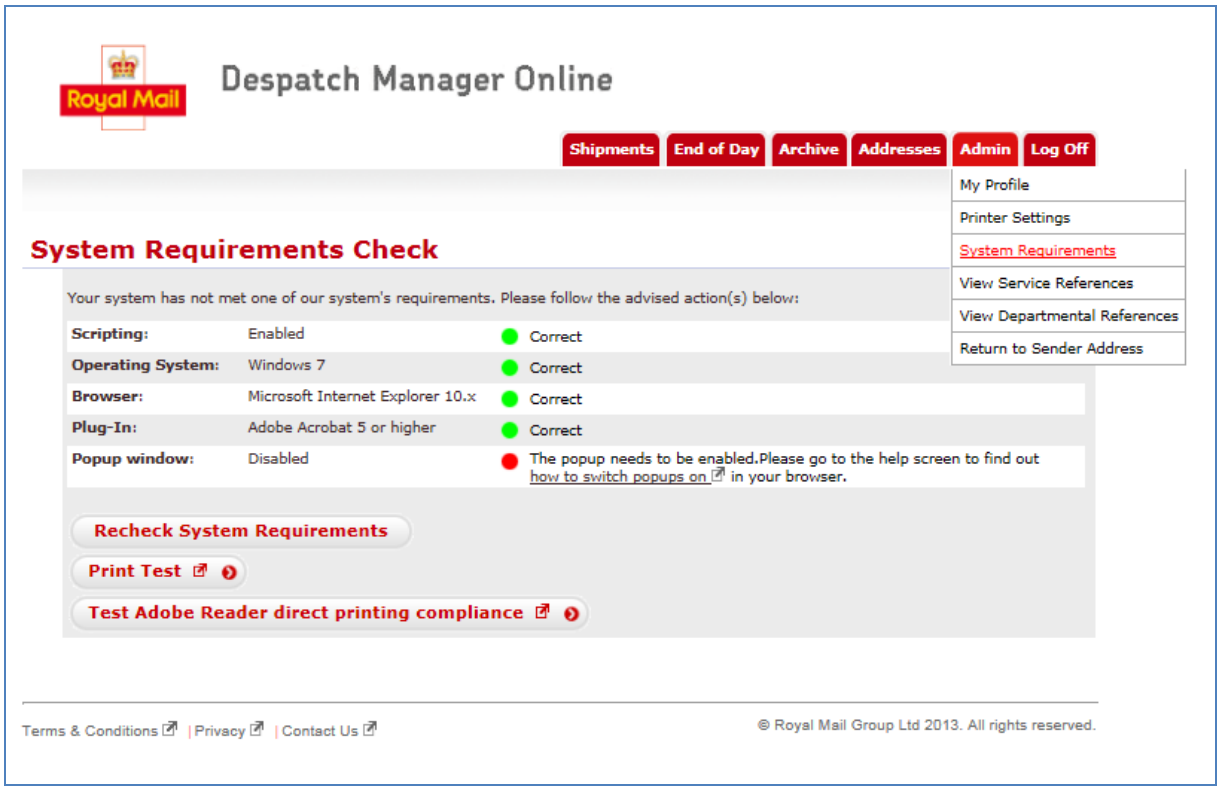

Royal Mail
Despatch Manager Online
Shipments
Manage Printer Settings
Printing Format
Please choose your printing format:
Note: Multi-Labels A4 sheet printing will only work if you have Adobe Acrobat Reader 6.01 or greater
Single Label
Multi-Label A4 Sheet
Immediate Printing
Do you want the Labels to be printed out immediately?
Print Labels immediately
Preview Option
Do you want the print dialogue screen to open before printing?
Show Print preview
Label Pri
Choose your Label Printer
Note: This feature will only work if you have Adobe Acrobat Reader 6.0 or greater installed.
Default Printer
OR
Specify another printer:
Select
Half Auto Mode
Print without pop-up
Do you want to print without opening a pdf pop-up window?
Print Without Pop-up
Save Printer Settings
Test printer settings
Test your settings by printing this sample label.
Note: Your settings must first be saved prior to testing.
Test Printer Setup

Users have the option to define:
Printing format: single or multi-label A4 sheet (see explanation below)
Preview Option: show or disable print preview option.
Immediate Printing: enable or disable immediate printing
Label Printer: Choose a default printer or specify another printer.

Once a user has saved their printer settings, a user can check their settings by printing a test page.

System Requirements Check

To run a system requirements check on your computer, click on the main menu 'Admin' and 'System Requirements' as shown below.


Despatch Manager Online
Shipments
End of Day
Archive
Addresses
Admin
Log Off
My Profile
Printer Settings
System Requirements
View Service References
View Departmental References
Return to Sender Address
System Requirements Check
Your system has not met one of our system's requirements. Please follow the advised action(s) below:
Scripting: Enabled Correct
Operating System: Windows 7 Correct
Browser: Microsoft Internet Explorer 10.x Correct
Plug-In: Adobe Acrobat 5 or higher Correct
Popup window: Disabled The popup needs to be enabled.Please go to the help screen to find out how to switch popups on in your browser.
Recheck System Requirements
Print Test
Test Adobe Reader direct printing compliance
Terms & Conditions | Privacy | Contact Us
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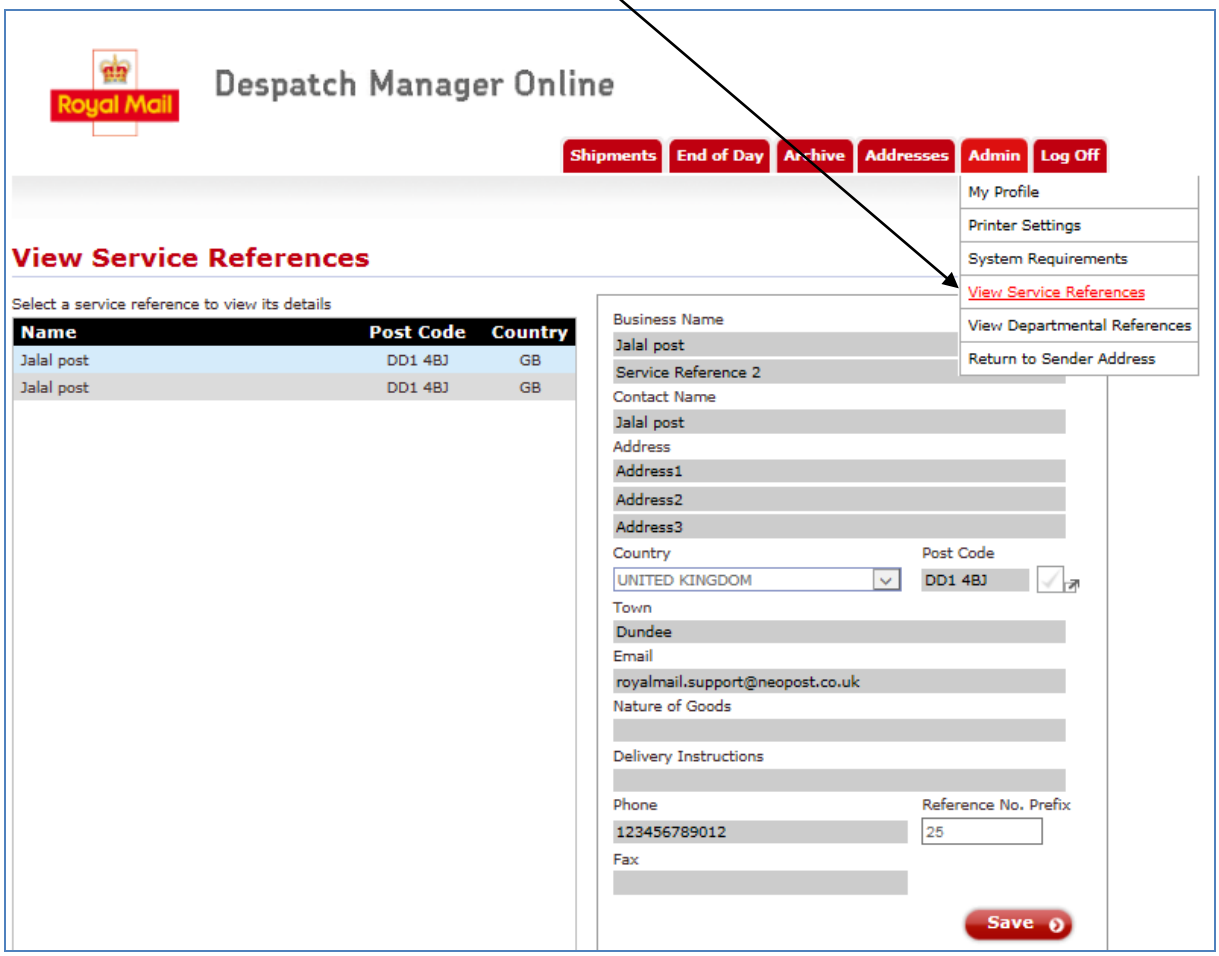
If a user upgrades software or the API system does not seem to be working as expected, the first point of call is to run a System Requirements Check. This ensures the users PC is configured to run either API User Interface or Shipping System GUI (DMO). To test for the needed components click the **Recheck System Requirements** button. If a component is incorrect the traffic light will appear red. This test can also be completed from the main login screen.

It is recommended that the user upgrade any components that appear red as this can impact on the functionality.

View Service References

To view the shipper location Service Reference(s), click on main menu 'Admin' and 'View Service Reference' shown below.

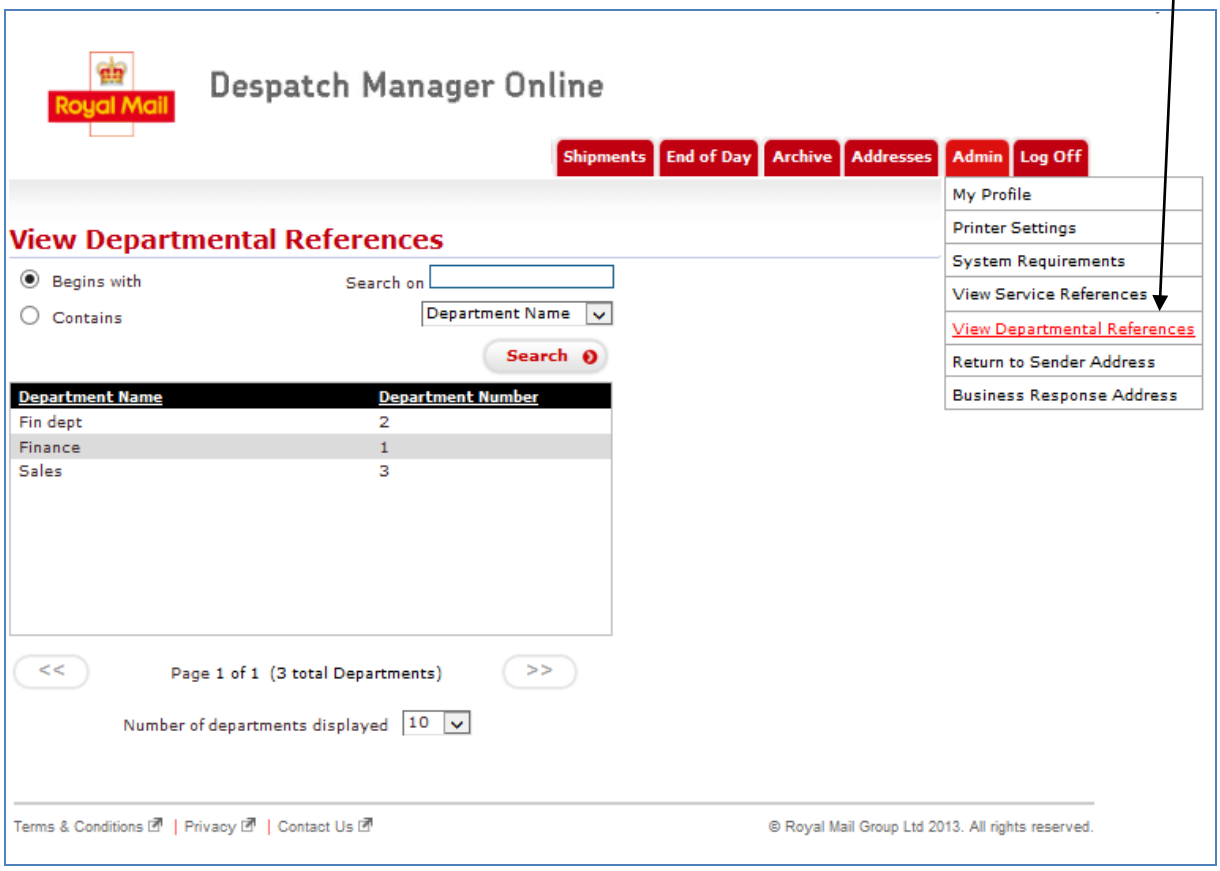
Each shipper location has the ability to view their Service Reference information. Select the Service Reference to display information. You will need to contact your Royal Mail account manager if you need to make a change.



View Departmental References

Users can view the (optional) Departmental References associated with their account. Departmental References for their Account need to be first set up in Royal Mail's OBA system.

To view the Departmental Reference(s) click on main menu 'Admin' and 'View Departmental References' shown below. Not: The SAPI customer needs to use the Department Number and not Department Name when using this ionformation in a Shipping API request.

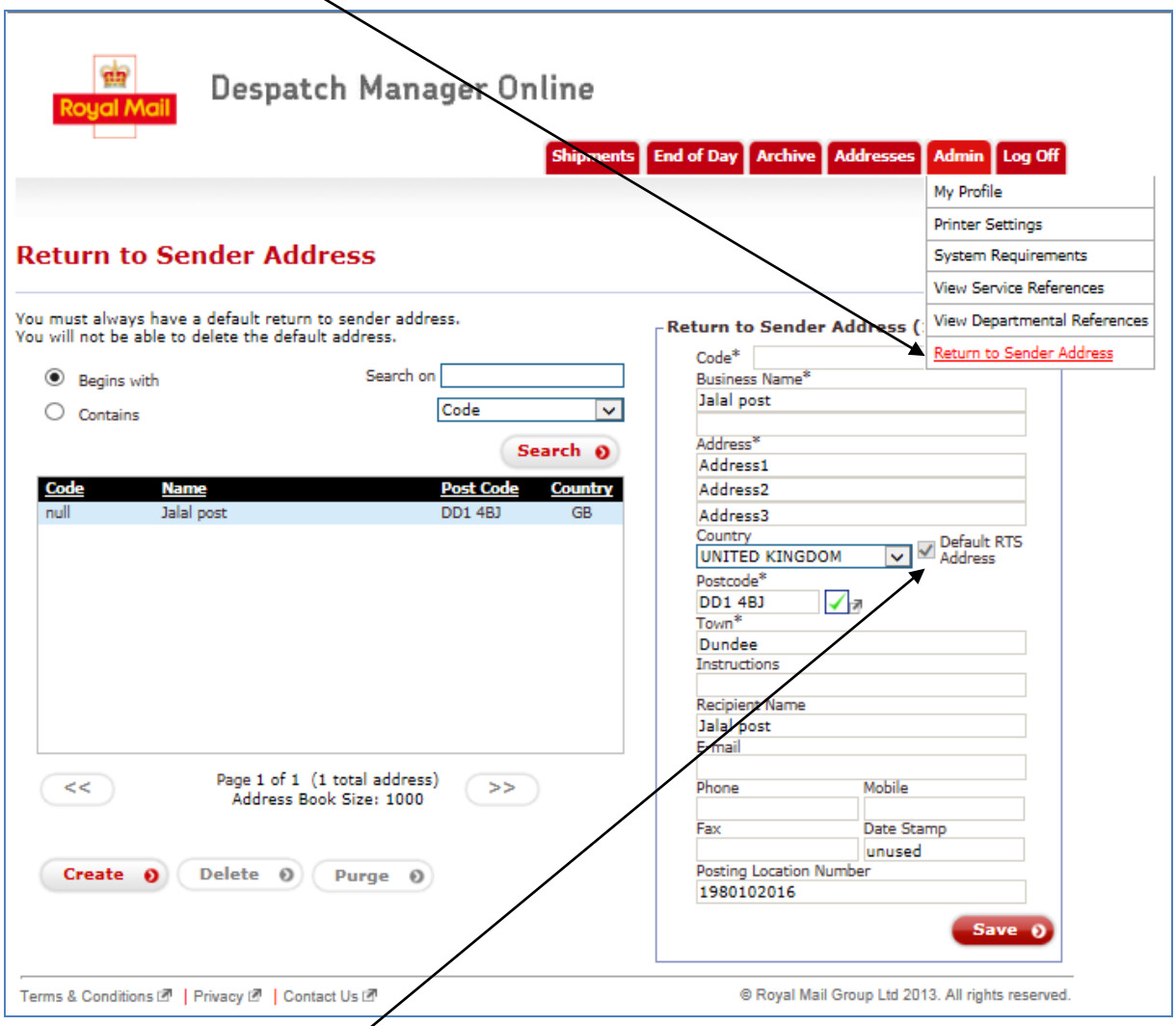


A user can search the Departmenal References using the 'Begins with' and 'Contains' radio buttons and then entering search critera into the 'Search On' field.

Return to Sender Address

Users can now view the Return to Sender address(s) associated to their account. A user can 'Create', 'Delete', 'Purge' and 'Save' the Return to Sender address(es).

To view the Return to Sender Address(s) click on main menu 'Admin' and 'Return to Sender Address' shown below.

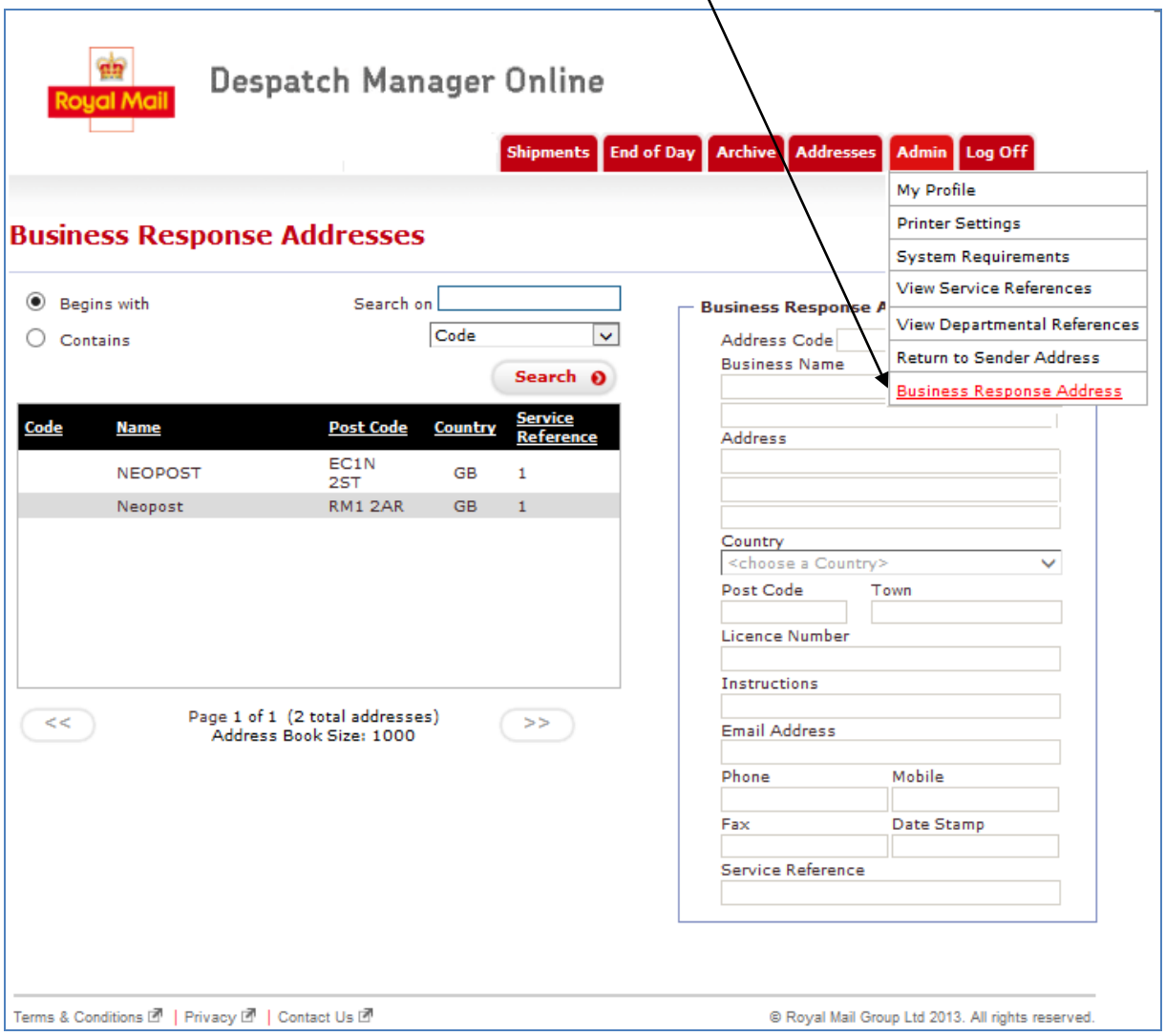


A default 'Return to Sender Address' can also be selected from the selection of Return to Sender Addresses in this screen.

A user can also search the Return to Sender addresses using the 'Begins with' and 'Contains' radio buttons in this screen.

Business Response Address

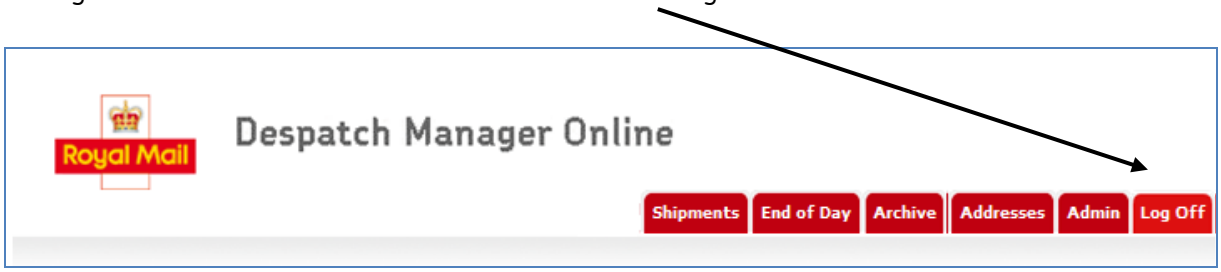
Business Response address is used with the Royal Mail service, Tracked Returns, to specify where these items are returned to. To view the Business Response Address(es) click on the main menu 'Admin' and 'Business Response Address' shown below. Contact your Account Manager if you want an additional address set up for a Tracked Returns service. This is achieved by Royal Mail setting up a Tracked Returns service on a new Service Reference. The screen below shows the address for each tracked Returns Service on each Service reference.



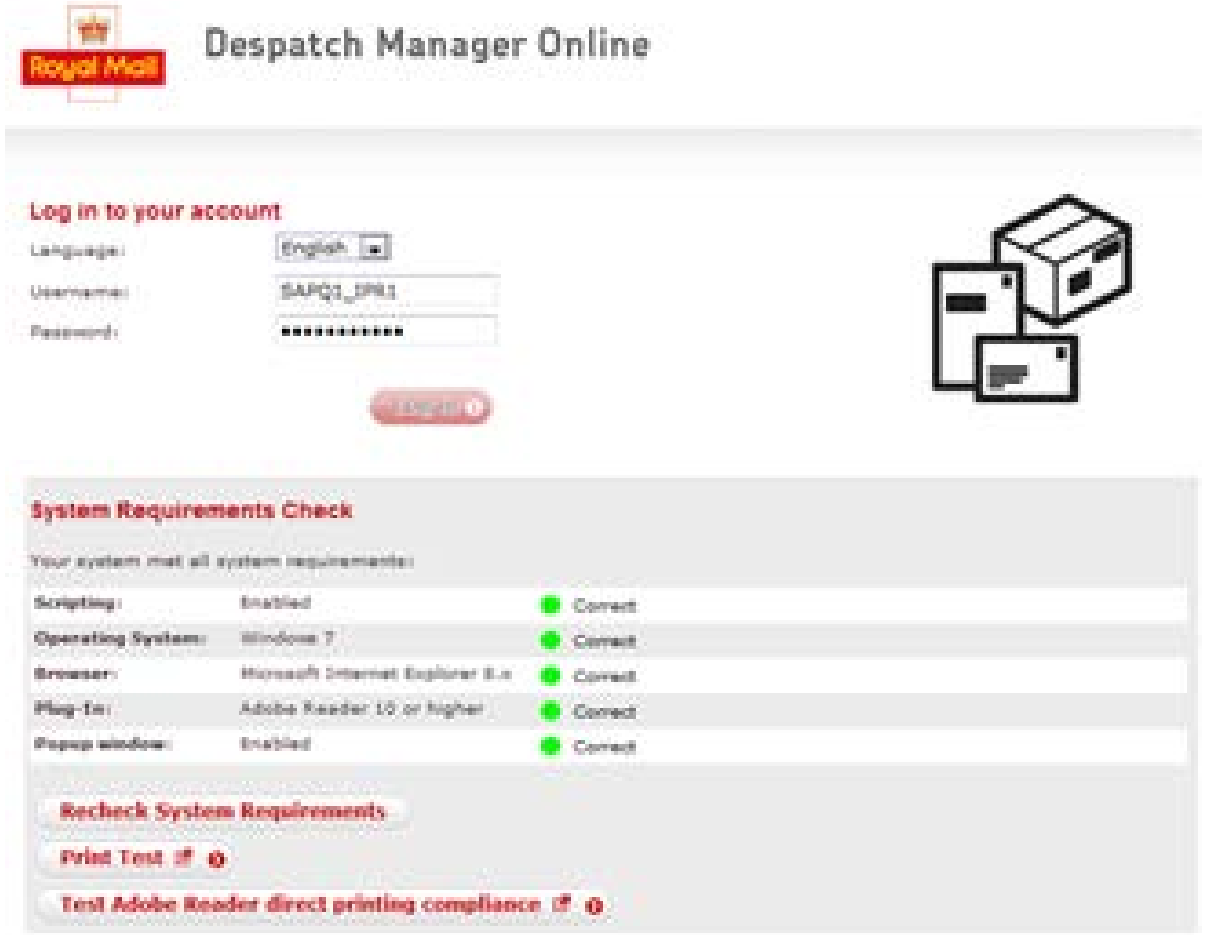
A user can also search the Business Response addresses using the 'Begins with' and 'Contains' radio buttons and then entering search critera into the 'Search On' field.

Log Off

To log-off User Interface click on the Main Menu 'Log Off' shown below.



This will re-direct the user to the mail Log-on screen.

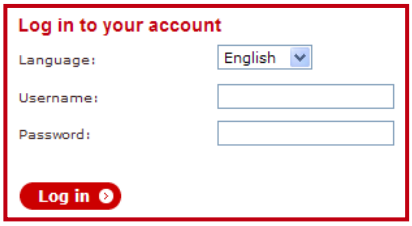


Reminder of Most-Used Features

How to connect to Shipping API Management System ?

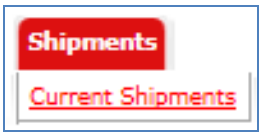
Launch your Web browser and enter the URL / Internet address https://app.rmdmo.royalmail.com

Once the login page is opened, enter your SAPI or Master Shipper user name and password and click on the Log in button.



How to access the Shipping screen?

Go to the Shipping menu and click on Current Shipments.

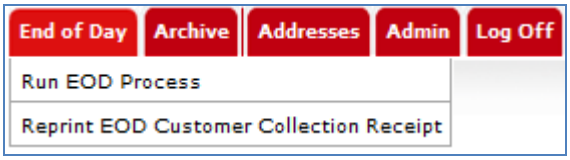


How to reprint the labels of a shipment?

In the Current Shipments screen, click on the Label button on the right end of your shipment record. The labels opens as a PDF file in a new window, click on the Adobe printing button to reprint.

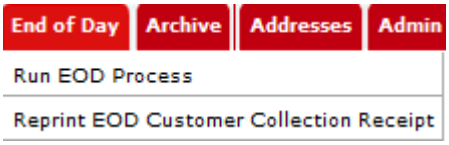
How to send and print the End Of Day manifests?

Go to the EOD menu and click on Run EOD process.
Select the shipments you want to process by selecting the Service Reference, Carrier and Product/Service, then click on the Submit button.
The next screen will present the list of Customer Collection Receipts to be printed. Click on each link to open each Customer Collection Receipt as a PDF file and click on the Adobe printing button to print it.



How to reprint the EOD Customer Collection Receipt?

Go to the menu Reprint EOD Customer Collection Receipt screen and enter the search criteria. Using the submit button execute the search to retrieve the required Customer Collection Receipt.



How to exit Despatch Manager Online?

Click on the Log Off menu then close your browser.

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Appendix: Shipping API Call Types

There are a number of Shipping API call types that are mentioned in this User Guide and these are summarised below; However for integration with the API and further techical content, the Shipping API Technical User Guide should be referred to.

Create Shipment – This creates a Shipment via the API, the Shipment is then visible in the GUI when an API user logs in. Other Shippers such as the master user for the shipping account can also log into the GUI and view the shipments raised via the API.

Print Label – The Print label API call prints the shipment raised by a user entering the shipment number into the body of the request, and then submitting the shipment that appears in the GUI that was originally raised via the API. It will be updated to a 'Printed Status'.

Update Shipment – The Update shipment API call will update details of a Current shipment (i.e. a shipment prior to End of Day Process) assuming the change does not violate validation rules, but will not change the Shipment Reference number in the GUI. (e.g. it is not possible to update a Special Delivery item to become a Tracked Next Day item)

Cancel Shipment – The Cancel shipment API call will cancel a shipment that has been raised via the API providing the shipment reference number has neen supplied in the Cancel Shipment request.

Create Manifest – The Create Manifest API call will create a manifest with the selected shipment numbers quoted in the Create Manifest API call.

Print Manifest – The Print Manifest API call will send the previously created manifest that was created in the Create Manifest call into a printed and complete state.